

KIDS DOMAIN LTD

POLICIES & PROCEDURES TERMS & CONDITIONS

Kids Domain reserves the right to update or modify these Policies and Procedures at any time without prior notice. For this reason, we encourage you to review these Policies and Procedures whenever you use our website. Any updates or changes will be noted on the Policies and Procedures table as of 1 November 2020. Policies and Procedures are reviewed and audited by Ministry of Social Development.

Any previous versions or copies will be removed from circulation if obsolete or marked clearly that they are not current. Archived copies and other safety-related records will be kept for seven years and archived. Note: Once printed, documents are uncontrolled

CONTENTS

1. PROGRAMME ENVIRONMENT POLICY

- 1.1 Cultural Awareness
- 1.2 Activities

2. PROGRAMME OPERATIONS POLICY

- 2.1 Centre Hours
- 2.2 Types of Bookings
- Before & After School Care
- School Holiday Programme
- 2.3 Enrolments
- Before & After School Care
- School Holiday Programme
- 2.4 Fees & Accounts Policy
- Before & After School Care
- School Holiday Programme
- 2.5 Work & Income Subsidies
- 2.6 Debts
- Before & After School Care
- School Holiday Programme
- 2.7 Changes to Bookings/Cancellations
- Before & After School Care
- School Holiday Programme
- 2.8 Absences
- Before & After School Care
- School Holiday Programme
- 2.9 Notice of Long Absence
- Before & After School Care
- 2.10 Drop off/Pickup
- Before & After School Care
- School Holiday Programme
- 2.11 Sickness
- 2.12 Property
- 2.13 Communication policy
- 2.14 Confidentiality/Privacy
- 2.15 Children with Special Needs
- 2.16 Behaviour Management
- 2.17 Complaints

3. HEALTH AND SAFETY POLICY

- 3.1 Hazards and Risk Management
- 3.2 Smoke Free
- 3.3 Food
- 3.4 Child Hygiene Policy
- 3.5 Pets
- 3.6 Animals on Excursions
- 3.7 Sun Safe
- 3.8 Toilet Facilities

| | |
|------|-------------------------------------|
| 3.9 | Accident/Emergency Procedures |
| 3.10 | Illness..... |
| 3.11 | Medicine..... |
| 3.12 | Infectious Diseases |
| 3.13 | Pandemic Plan |
| 3.14 | Emergency Closure of Centres |
| 3.15 | Operating Under Covid 19..... |
| 3.16 | Covid 19 Protection Framework |
| 3.17 | Red Light |
| 3.18 | Orange Light |
| 3.19 | Green Light |

4. SUPERVISION POLICY

| | |
|-----|---------------------|
| 4.1 | Ratios |
| 4.2 | Missing Child |
| 4.3 | Excursions |

5. BUILDINGS AND FACILITIES POLICY

| | |
|-----|--------------------|
| 5.1 | Phone Access |
| 5.2 | Cleaning |

6. EMERGENCIES POLICY

| | |
|-----|-------------------------------|
| 6.1 | Emergency and Disasters |
| 6.2 | Earthquake |
| 6.3 | Fire and Explosion |
| 6.4 | Lockdown of Centres |

7. CHILD PROTECTION POLICY

| | |
|-----|---|
| 7.1 | Responding to Suspicions of Child Abuse |
| 7.2 | Code of Behaviour & Prevention of Child Abuse |

8. STAFF AND MANAGEMENT POLICY

| | |
|-----|-----------------------------------|
| 8.1 | Programme Management |
| 8.2 | Staff and Volunteers |
| 8.3 | Recruitment |
| 8.4 | Training and Supervision |
| 8.5 | Grievances and Complaints |
| 8.6 | Performance Appraisal |
| 8.7 | Code of Behaviour for Staff |
| 8.8 | Cellphone Policy |
| 8.9 | Job Descriptions |

9. TRANSPORT POLICY

- 9.1 **Travel by Motor Vehicle**
- 9.2 **Vehicle Breakdown**
- 9.3 **Vehicle Accident**
- 9.4 **Vehicle Consent**

10. POLICIES & PROCEDURES TABLE.....

Kids Domain Limited

1. PROGRAMME ENVIRONMENT POLICY

The programme aims to provide a safe and stimulating programme which caters for the children's different ages, sex and cultural backgrounds while attempting to encompass individual needs and interests.

The safety of the children is the paramount consideration during programme provision.

These policies will be reviewed annually.

A copy of these policies are kept at each programme

Kids Domain Limited

1. PROGRAMME ENVIRONMENT POLICY

1.1 CULTURAL AWARENESS

Being Flexible – changing to meet the needs of individuals, families and communities

Being Sensitive - to beliefs, practices and attitudes of individuals, families, community, and colleagues

Trusting – acknowledging the need to develop trusting relationships

Enrolment forms will have section asking Parent/Caregivers if they have any specific cultural needs.

Kids Domain Limited

1. PROGRAMME ENVIRONMENT POLICY

1.2 ACTIVITIES

The service will provide a safe, varied and stimulating programme that meets the developmental, emotional, intellectual and physical needs of the children.

We have a high degree of free play where children can choose from a range of activities.

Activities will be planned during school term and a daily plan will be organised 3 weeks prior for holiday programmes

The following activities will be offered:

a planned arts and crafts project, child-directed use of arts and crafts material
an organised sport or active group game
an organised group quiet game or activity
free use of games and equipment
free outdoor play

Children will be encouraged to participate in planned activities but may choose not to, as long as they are not bored or disruptive.

Whenever possible alternative activities will be provided.

Equipment will be well maintained and will be age appropriate

2. PROGRAMME OPERATION POLICY

The programme will provide a well managed service that meets the needs of the local community

Kids Domain Limited

2. PROGRAMME OPERATION POLICY

2.1 CENTRE HOURS

Stokes Valley Centre (Tui Glen School):

Before school care: 7.15am
After school care: 2.40pm to 6.00pm
School holiday programmes: 7.30am to 5.30pm.
The programme will not operate on public holidays.

Lower Hutt Centre (6 Market Grove):

Before school care: 7.30am (or arrangement 7.15am)
After school care: 3.00pm to 5.50pm
School holiday programmes: 7.30am to 5.30pm.
The programme will not operate on public holidays.

Wilford School Centre:

Before school care: 7.30am
After school care: 3.00pm to 6.00pm
The programme will not operate on public holidays.

Epuni School Centre:

Before school care: 7.30am
After school care: 3.00pm to 5.30pm
The programme will not operate on public holidays.

Adventure School Centre:

Before school care: 7.30am
After school care: 3.00pm to 6.00pm
School holiday programmes: 7.30am to 5.30pm.
The programme will not operate on public holidays.

Waterloo School Centre:

Before school care: 7.30am
After school care: 3.00pm to 6.00pm
School holiday programmes: 7.30am to 5.30pm.
The programme will not operate on public holidays.

Huia Pool Clubrooms:

After school care: 3.00pm to 6.00pm (Tuesday, Wednesday, Thursday)
The programme will not operate on public holidays.

2. PROGRAMME OPERATION POLICY

2.2 TYPES OF BOOKINGS

Before And After School Care:

Casual placements are one off bookings and the fee not payable if you do not use care (there is no guarantee we are able to take your child on the day of booking so you will need to check with a supervisor).

Permanent bookings are placements booked for the same days each week (and is at a discounted rate). Children who have permanent placements will still be charged for the space booked regardless of absence, this fee is still payable on public holidays, sick days, teacher only days, teacher strikes etc as staff are still required to be paid

Permanent bookings automatically roll over each term/year until notice is given (refer to changes to bookings/cancellations 2.7).

Placements are booked and charged for until the end of your child's school term (this is inclusive of the last day of school eg. Your child's school term 4 ends on 15 December, you will be charged fees up to and inclusive of 15 December). School holidays are not charged for (you will need to book online each school holidays if you need care)

School Holiday Care

Options available are:

Half day programme (8.30am to 3.30pm)

Full day programme (7.30am to 5.30pm)

Morning session (7.30am to 12.30pm)

Afternoon session (12.30pm to 5.30pm)

2. PROGRAMME OPERATION POLICY

2.3 ENROLMENTS

Before And After School Care

We are a private, fee-charging childcare service. Parent/Caregivers are paying for a place for their child - not when their child attends.

To provide continuity of care and to abide by Ministry of Social Development ratios, the centres employs staff on permanent employment agreements and incurs costs for salaries on a daily basis.

All families must complete an online enrolment form and sign a contract agreeing to terms and conditions and policies, before the child can participate in the before/after school programmes. Bookings are on our website www.kidsdomain.biz or www.asfc.co.nz

It is the Parent/Caregivers responsibility to inform Supervisor or a Manager of any changes.

Enrolment forms must include the following information:

Child's name, address & home phone number. Parent/Caregivers names & work phone numbers, email address, emergency contact, names of adults authorised to pick up child, special instructions regarding access, health problems, allergies, any other information necessary to provide proper care

One account per family only. In the case of shared care – two separate enrolments must be made to have separate accounts

School Holiday Programme

We are a private, fee-charging childcare service. Parent/Caregivers are paying for a place for their child - not when their child attends.

To provide continuity of care and to abide by Ministry of Social Development ratios, the centres employs staff on permanent employment agreements and incurs costs for salaries on a daily basis.

All families must complete an online enrolment form and sign a Parent/Caregivers contract agreeing to terms and conditions and policies, before the child can participate in the holiday programmes. Bookings are on our website www.kidsdomain.biz or www.asfc.co.nz

It is the Parent/Caregivers responsibility to inform Supervisor or a Manager of any changes.

Enrolment forms must include the following information:

Child's name, address & home phone number. Parent/Caregivers names & work phone numbers, email address, emergency contact, names of adults authorised to pick up child, special instructions regarding access, health problems, allergies, any other information necessary to provide proper care

One account per family only. In the case of shared care – two separate enrolments must be made to have separate accounts

2. PROGRAMME OPERATION POLICY

2.4 FEES & ACCOUNTS

Before And After School Care

A deposit of 2 weeks care is due upon reserving the placement and payable in advance of care commencing (this will be used as your notice when cancelling care). No refunds will be given if the booking is cancelled prior to starting.

Before and After School Care prices are subject to change without notice.

Invoices are emailed out weekly via our automatic invoicing system for that week of care. Accounts must be paid weekly or in advance if you are paid fortnightly/monthly. If you require these to be printed and/or posted there will be a fee of \$1.50 each time.

All fees are a flat fee regardless if a child is collected early.

The account details for automatic payment are:

Name: Kids Domain Ltd

Account Number: 06-0545-0282917-00

Reference/Particulars: please use your child's first/last name

Weekly Automatic Payments are preferred. Please make sure during the school holidays or at the end of each year, these are suspended. If you have not done this and you have overpaid and require a refund, a cost of \$5 will be deducted to cover the cost of the contracted accounts person time.

Cheques will not be accepted.. Accounts that are not paid on time will incur a \$2.00 late payment fee each week outstanding until the account is zero balance. Unpaid fees will be placed with a debt collection agency and/or department of courts where Parent/Caregivers will be liable for collection & court fees incurred (refer to debt policy 2.6)

Public Holidays: Full fee is payable for Public holidays (if they fall on a day on which your child is enrolled at the centre).

Absent for 6 or more consecutive days: If you take your child on holidays, you must give the centre 7 days notice. 50 % of the fee will be charged to keep your child's space. Failure to inform us on time will result in full fees. Refer to notice of absence 2.9

Sick leave: If your child is away sick on the day on which he /she is enrolled, full fees is applicable on those sick days.

Teacher Only/strike day: If your child is away on a teacher only day which he /she is enrolled, full fees is applicable on those days.

Late Pickup Fee: There is a late fee if your child is not picked up by the booked time. Late fee charges are as follows: Refer to Drop off/pick up policy 2.10

2. PROGRAMME OPERATION POLICY

2.4 FEES & ACCOUNTS

School Holiday Programme

The fee structure will be announced prior to commencement of the programme. All fees are shown on our website.

When booking your holiday programme payment is required within 2 days of invoice.

There is also an option for payment plan if you cannot pay within 2 working days.

To receive discounted fees – payments must be received by due date and a credit note will be issued.

No refunds or credits will be given if correct notice has not been received or if the cut off date has passed (date of cancellation cut off on website and also on booking)

School holiday programme prices are subject to change without notice

All trips and activities, entrance fees, chartered buses will be at an extra cost which is advertised on our website.

An Invoice will be emailed to you to pay on within 2 working days of invoice date unless you have chosen payment plan. Then regular weekly payments are to be received and full balance by the final day of the school holiday programme.

The account details for automatic payment are:

Name: Kids Domain Ltd

Account Number: 06-0545-0282917-00

Reference/Particulars: please use your child's first/last name

Late Pickup Fee: There is a late fee if your child is not picked up by the booked time. Late fee charges are as follows: Refer to Drop off/pick up policy 2.10

2. PROGRAMME OPERATION POLICY

2.5 WORK AND INCOME SUBSIDIES

Before And After School Care & School Holiday Programme

All WINZ subsidy applications need to be processed and scanned in by Kids Domain WINZ administrator, hard copies will be sent off to the Childcare Unit once this has been done. Declarations and Renewal forms are also to be signed off by the WINZ subsidy coordinator or a supervisor before the due date or subsidies can be cancelled by WINZ.

Winz applications need to be received by Kids Domain within 2 working days of booking to be processed before care can commence

WINZ subsidy application forms are available to download from our website www.kidsdomain.biz (go to WINZ subsidy page), hard copies are also available at each centre (best time to collect a form is between 3.30pm and 5.00pm Monday to Friday)

We accept applications scanned/mailed to us for processing if you are unable to make a time to come in - please make sure you have fully completed your form

If you are working a recent payslip or letter from your employer **MUST** be attached to your winz application. Winz will not process without this. If you are unable to get a payslip within 2 working days, please let us know so this does not hold up processing the application as we can forward this straight onto the childcare unit later. If you are studying (an approved course) you will need to have your course details on the form

Winz do not backdate payments if your form has been returned late to them. If you are unable to get to a winz office we are happy to do this for you as long as we receive your completed forms before care starts

Please note that processing of your subsidy is between can be 2-6 weeks delay so please make sure you have completed your forms correctly and provided all documentation required to avoid any hold ups.

NEW WINZ SUBSIDY APPLICATIONS:

for families that are not currently receiving a subsidy (you must have been receiving a subsidy within the current school term or the last school holidays (new subsidy applications) are required to pay for their care until WINZ have made full payment. If your subsidy is declined or your subsidy does not fully cover the weekly fee, the payment you have made will come off the total balance owing. If you can provide a letter/email from WINZ confirming your subsidy approval, the hours they are paying and the subsidy rate you qualify for we are happy to accept this.

Families whose winz subsidies do not fully cover their weekly fee and have a balance to pay will be required to pay this weekly by automatic payment.

IMPORTANT DATES TO REMEMBER:

EACH TERM: 8 weeks before the end of every school term you will receive a winz declaration form in the mail and also on your MYMSD. This needs to be completed and handed into Kids Domain by our cut off date for processing. If you do not receive one please ask a supervisor for a hard copy.

ANNUALLY: you will receive a review of childcare form. This needs to be signed off by Kids Domain for processing. We are happy to have these sent off to winz for you. Failure to have your winz paperwork in by our cut off and/or up to date will result in childcare being suspended and/or fee paid by you.

2. PROGRAMME OPERATION POLICY

2.6 DEBTS

Before and After School care:

Accounts that are not paid on time will incur a \$2.00 late payment fee each week outstanding until the account is zero balance.

If your fees are 4 weeks in arrears, childcare will be suspended without notice. Your placement will still be payable on suspension for up to 2 weeks if your placement has been permanently booked. After that time, the placement will be given to another child waiting for a placement.

Unpaid fees will be placed with a debt collection agency and/or department of courts where Parent/Caregivers will be liable for collection & court fees incurred.

Kids Domain shall at all times have the right to withdraw the availability of care without notice for non-payment of fees.

Any disagreement regarding fees is to be addressed to Management as soon as possible.

School holiday programme:

Accounts that are not paid on time will incur a \$5.00 late payment fee each week outstanding until the account is zero balance.

Unpaid fees will be placed with a debt collection agency and/or department of courts where Parent/Caregivers will be liable for collection & court fees incurred.

Any disagreement regarding fees is to be addressed to Management as soon as possible.

2. PROGRAMME OPERATION POLICY

2.7 CHANGES/CANCELLATIONS OF BOOKINGS

Before And After School Care

Permanently Cancelling Care

If care is no longer required 1 weeks notice (or 1 weeks fee in liue) must be given to Kids Domain advising final date of care. To give notice you must complete the form on our website

For Kids Domain: Epuni, Wilford, Tui Glen and Lower Hutt <https://www.kidsdomain.biz/Change-of-Bookings-Notice-Form/>

For After School Fun Club: Waterloo, Adventure and Huia) <https://www.asfc.co.nz/change-of-bookings-form>

this will be recorded on our files by administration. A copy of your notice will automatically be emailed to you once you submit the form. A final account will be emailed to you.

School Holiday Programme

Permanently Cancelling Care

If care is no longer required, first check the cancellation cut off date on the website/on your booking information before completing the cancellation of your placement. If your cancellation is before the cut off date please complete the cancellation form on our website

For Kids Domain: Epuni, Wilford, Tui Glen and Lower Hutt <https://www.kidsdomain.biz/Change-of-Bookings-Notice-Form/>

For After School Fun Club: Waterloo, Adventure and Huia <https://www.asfc.co.nz/change-of-bookings-form>

this will be recorded on our files by administration. A copy of your notice will automatically be emailed to you once you submit the form. Withdrawal fees will be incurred.

2. PROGRAMME OPERATION POLICY

2.8 ABSENCES

Before And After School Care

On each occasion that your child will not be attending, Supervisors must be informed as soon as possible especially if they are using the transportation service.

This can be done by text or phone call to the numbers below on the day (or earlier)
please do not email an absence on the day of as we do not always have access to the email

Stokes Valley centre: 022 173 0863
Lower Hutt centre: 022 183 8281
Wilford centre: 022 634 1792
Epuni centre: 027 6738699
Adventure centre: 0277119763
Waterloo centre: 0272546400
Huia Pool Clubrooms: 0226461438
Office: 027 4749573

School Holiday Care

This can be done by text or phone call to the numbers below on the day (please do not email an absence on the day of as we do not always have access to the email)

Stokes Valley centre: 022 173 0863
Lower Hutt centre: 022 183 8281
Adventure centre: 0277119763
Waterloo centre: 0272546400
Office: 027 4749573

2. PROGRAMME OPERATION POLICY

2.9 NOTICE OF LONG ABSENCE

Before And After School Care

If your child will be away for 6 or more consecutive days a holding fee of 50% of your fees will apply from the 6th day onwards to keep your placement (this can be done up to 1 month)

14 days notice is required. To give notice you must complete the form on our website

For Kids Domain: Epuni, Wilford, Tui Glen and Lower Hutt <https://www.kidsdomain.biz/Change-of-Bookings-Notice-Form/>

For After School Fun Club: Waterloo, Adventure and Huia) <https://www.asfc.co.nz/change-of-bookings-form>

This will be recorded on our files by administration.

A copy of your notice will automatically be emailed to you once you submit the form.

2. PROGRAMME OPERATION POLICY

2.10 DROP OFFS, PICKUPS, CLOSING AND LATE PICKUPS

Before And After School Care

Parent/Caregivers are expected to sign their children in the before school programme, out of the after school programmes.

Parent/Caregivers are expected to contact Supervisor or a Manager before the beginning of the programme if their child will not be attending.

The following steps will be taken if a child does not arrive at the after school programme:

staff will search the immediate area

staff will inform the manager

Parent/Caregivers will be telephoned

If Parent/Caregivers are unavailable, emergency contacts will be telephoned.

School may be contacted for absence information

Local Police will be contacted

Parent/Caregivers are expected to inform the supervisor if they will be dropping children off to the programme at a later time because they may have appointments etc. Parent/Caregivers must make sure that the staff know their child has been dropped off.

If a child is not collected at the end of a programme, the following procedure will be followed:

Two staff members will remain with the child.

Parent/Caregivers and emergency contacts will be contacted.

If there has been no contact with the Parent/Caregivers or emergency contacts within one hour of the programme closing, the child will be taken to the nearest police station. A note will be left at the centre indicating where the child has been taken.

Parent/Caregivers must inform staff if a person who is not listed on the child's enrolment form will be collecting the child. Staff will not release a child to a person who is not identified on the enrolment form. If an unauthorised person comes to collect the child, Parent/Caregivers will be contacted for authorisation.

Written permission must be given for children to leave the programme unaccompanied, unless Parent/Caregivers have contacted the supervisor prior to make arrangements

All children attending before school care must not arrive before opening and after school care are to be collected before closing of each day

Market Grove Lower Hutt centre opens 7.30am and closes at 5.50pm

Wilford School Centre opens 7.30am and closes at 6.00pm

Epuni School Centre opens 7.30am and closes at 5.30pm

Stokes Valley centre opens 7.15am and closes at 6.00pm

Adventure School centre opens: 7.30am and closes 6.00pm

Waterloo School centre opens: 7.30am and closes 6.00pm

Huia Pool centre closes: 6.00pm

A penalty will be charged for failure to collect children by this time as per the Fees Policy - \$20 for the first 15 minutes & \$20 per 5 minutes after that. This fee is payable to the staff that are working outside of their contracted hours.

2. PROGRAMME OPERATION POLICY

2.10 DROP OFFS, PICKUPS, CLOSING AND LATE PICKUPS

School Holiday Care

All children attending school holiday must not arrive before their booked in session and must be collected before end of session of each day

Lower Hutt centre half day session opens 8.30am and closes at 3.30pm
full day session opens at 7.30am and closes at 5.30pm

Stokes Valley centre half day session opens at 8.30am closes at 3.30pm
full day session opens at 7.30am and closes at 4.30pm

Waterloo centre half day session opens at 8.30am closes at 3.30pm
full day session opens at 7.30am and closes at 5.30pm

Adventure centre half day session opens at 8.30am closes at 3.30pm
full day session opens at 7.30am and closes at 5.30pm

A penalty will be charged for failure to collect children by this time as per the Fees Policy - \$20 for the first 15 minutes & \$20 per 5 minutes after that. This fee is payable to the staff that are working outside of their contracted hours.

If you require an early drop off, this needs to be arranged prior with management at LEAST 24 hours IN ADVANCE so we can make sure we have the correct staff ratio.

If you have a half day booking (8.30am to 3.30pm) under no circumstances can you drop your child off before 8.30am as this becomes a health and safety issue.

You will be contacted by a staff member to return.

2. PROGRAMME OPERATION POLICY

2.11 SICKNESS

Please keep your child at home if they are unwell until recovered as we do not have the facility to look after sick children.

If your child attending the programme becomes unwell we will contact you to collect your child as soon as possible.

Please notify the centre if your child has been diagnosed with an infectious illness straight away.

If your child has had vomiting or diarrhoea either at the centre or at home they will be excluded from the programme until they have been symptom free for 24hours.

If your child has head lice please notify the centre. Your child's hair will need to be treated before they can return

Please see infectious details list page

2. PROGRAMME OPERATION POLICY

2.12 CHILDRENS PROPERTY

Children are welcome to bring in toys, cellphones, tablets etc, but it is their responsibility to look after their own equipment.

Staff are not responsible for looking after your child's property. Items must be kept in their school bags when not in use.

Kids Domain Limited

2. PROGRAMME OPERATION POLICY

2.13 COMMUNICATION POLICY

Kids Domain supports an “Open Door” Communication Policy.

Parent/Caregivers are encouraged to participate and communicate in the Centre’s decision making regarding their child.

Clear guidelines are available for Management, staff and Parent/Caregivers to discuss concerns or complaints about the service (Refer to the complaints procedure)

Parent/Caregivers are welcome to share information with staff informally regarding their child/children during drop off and pick up times.

Noticeboard: Parent/Caregivers are encouraged to read the noticeboard for updates in the Centre.

Newsletters are emailed to Parent/Caregivers and copy will be on the noticeboard for Parent/Caregivers.

Facebook: Kids Domain has a Facebook page www.facebook.com/kidsdomain. Photos and videos are updated regularly on this page. After School Fun Club have group pages Adventure: <https://www.facebook.com/groups/2135786096696573> and Waterloo: <https://www.facebook.com/groups/204047650436903>

Website: Kids Domain has a website www.kidsdomain.biz, After School Fun Club has a website www.asfc.co.nz which will help Parent/Caregivers and the wider community to get more information about our Centre. Photos and videos are updated regularly on this page.

Photos/video/artwork may be used in a range of promotional materials, such as print and electronic media, including our websites/facebook page.

Supervisors/Centre Managers/Management will be available at mutually suitable times to discuss with Parent/Caregivers any issues regarding their child/children. Parent/Caregivers who are concerned or not happy with the care of their child/children, or about any incidents at the Centre are urged to speak with the centre manager in the first instance, and if still not happy can bring their grievances to the attention of Management.

Staff are bound by confidentiality and are not permitted to release any information about any child to another Parent/Caregivers.

2. PROGRAMME OPERATION POLICY

2.14 CONFIDENTIALITY/PRIVACY

The programme will ensure staff and child confidentiality. At all times the programme will comply with the requirements of the Privacy Act 2020.

All forms, e.g. enrolment and staff information forms will state why information is collected and what will be done with the information i.e. for emergencies, birthdays, health and safety of a child, debt collection process.

No information is shared except with the owner's permission or as required by legislation, e.g. Health and Safety Act. Any information gathered may be viewed by the Ministry of Social Development for audit purposes, in line with the Privacy Act 2020, personal information required to be utilised that relate to any unpaid fees, can be passed to a debt collection agency and/or department of courts.

All files holding confidential information will be duly secured and kept away from the access of unauthorised persons.

Electronic information on devices are password protected, has antivirus software and system updated.

All personal information shared in discussions between staff or at meetings are to remain between those persons. All sensitive and personal conversations including telephone conversations shall be held discretely and in private.

All privacy matters are responded to, and serious privacy breaches are reported to the Privacy Commissioner.

2. PROGRAMME OPERATION POLICY

2.15 CHILDREN WITH SPECIAL NEEDS

Children with special needs will not be excluded from the programme providing that management is confident that the child's needs can be catered for, without negatively affecting the other children and to ensure that the child will benefit from being at the programme.

Full information about the child's requirements including medication, diet and supervision requirements must be obtained from the Parent/Caregivers and included with the child's enrolment form.

It is management's responsibility to ensure that all staff and volunteers are fully aware of the child's requirements and that they feel confident to provide the necessary care.

If the child will require further special aids, for example modified facilities, extra staff or staff training management will make the final decision.

Each case will be considered individually and every effort will be made to include the child within the limits of the programmes resources (an assessment form may be required to be completed by Parent/Caregivers)

2. PROGRAMME OPERATION POLICY

2.16 BEHAVIOUR MANAGEMENT

Programmes will be designed to ensure that children and families experience an environment where they are safe, secure, respected and their dignity is protected.

At the beginning of each programme staff and children will formulate a set of rules for the programme and discuss the consequences of breaking these rules.

Programme rules will be based on respect for each other, staff and equipment. Staff will encourage children by outlining what is expected of them and explaining the consequences of disobeying.

Positive reinforcement will be used at all times and a stimulating and varied programme will be provided to ensure against boredom.

When a child misbehaves or ignores programme rules staff will:

Remind the child in an assertive but not aggressive manner what is expected of them and the consequences of disobeying

If the behaviour continues the child will be reminded again and warned of the consequence that will result.

If the child continues to misbehave after 2 warnings the consequence will be enforced

Consequences must be appropriate and may include:

Being removed from the activity and put into "time-out", that is the child will be made to sit away from the group in a clearly visible spot for a period determined by supervisor or a manager (usually about five-ten minutes or you could do time by their age e.g 5 mins for 5 year old, 10 mins for 10 year old). Before the child returns to the group the staff member will review with them what behaviour is expected. (e.g. for disruptive or aggressive behaviour)

Having physical play boundaries reduced (e.g. when a child continuously leaves the defined boundaries).

Not being allowed to play with a certain piece of equipment (e.g.. when a child continuously misuses that piece of equipment).

If a child continuously misbehaves, Parent/Caregivers will be notified when they pick up the child and will be asked to support the staff in their attempts to encourage the child to behave. If disruptive behaviour continues, Parent/Caregivers will be asked to meet with Supervisor or a Manager to plan a course of action.

If a child continuously behaves in a manner that endangers themselves or other children, despite the above measures, Parent/Caregivers will be notified by Supervisor or a Manager and asked to remove the child.

At no times will punitive discipline be used. This includes punishing children by physically hitting, withholding food and drink, abusive, demeaning or condescending comments.

At all times, staff will maintain a fair, consistent and positive approach to children's behaviour.

When children are in conflict with each other, staff will encourage the children to resolve the situation themselves and aid them by making suggestions on how to do so. If children cannot resolve the conflict

2. PROGRAMME OPERATION POLICY

they will be removed from the situation, for example they will not be allowed to play with the toy or each other.

Children will only be physically restrained if their immediate safety is at risk and verbal commands have failed.

Staff will record all incidents and concerns in the concerns book for record purposes

SUSPENSION OF CARE if a child's care is suspended by Kids Domain, for example behavioural issues or an overdue account, the weekly fee is still payable.

BEHAVIOUR It is ultimately the parent/caregivers responsibility to ensure that their child acts in an appropriate manner while at Kids Domain.

Parent/caregivers will pay for damage wilfully caused by their child.

Behaviour which consistently affects the quality of care available to other children may result in suspension or removal from the programme as set out in the Behaviour Management Policy

2. PROGRAMME OPERATION POLICY

2.17 COMPLAINTS

In general if any Parent/Caregivers have complaints about the programme or staff members they should:

Approach the supervisor or a Manager who will attempt to rectify the situation immediately.
Parents/caregivers are welcome to bring a support person

Further complaints must be made in writing and must contain details of the grievance and desired outcomes. Please email to kidsdomain@slingshot.co.nz or office@asfc.co.nz or go directly to the complaints form on websites.

Management will respond to the complaint within 14 days. Where possible a mutually agreeable outcome will be sought

If a resolution can not be satisfied we can refer you to Te Kahui Kahu

Kids Domain Limited

3. HEALTH & SAFETY POLICY

The programme will take place in a safe and healthy environment, suitable for the care of children and for the needs of the staff and volunteers.

At all times the well being and safety of the children is first and foremost.

All relevant legislation will be adhered to.

Kids Domain Limited

3. HEALTH & SAFETY POLICY

3.1 HAZARDS AND RISK MANAGEMENT

The safety of children and adults at the programme will be ensured by:

Identifying and recording all potential health and safety hazards at the centre and any other venues used

Assessing the risk to staff and programme participants of all identified hazards. Putting controls in place to remove or minimise the risks e.g. providing safety equipment

Using healthy and safe work practices together with staff training

Regular inspections by staff to check that hazards have not changed, compliance with all relevant codes of practice and regulations (daily hazards check)

A sun-safe policy will be in place, which must be followed by children and staff

It is the responsibility of Management to ensure all procedures are in place to ensure the safety of staff and children at all times.

All employees will be involved in hazard identification, and information on identified hazards will be made available to all staff

Health and safety information will be discussed at staff meetings where staff will be informed of all health and safety policies and regulations.

Kids Domain and staff will be free and clear of all liability in the event that any injury, damage or loss is sustained by your child or to personal affects.

3. HEALTH & SAFETY POLICY

3.2 SMOKE FREE

A Smoke Free policy will be adhered to at all times when the programme is operating.

A designated smoking area that is out of bounds to children may be provided at the request of staff.

Kids Domain Limited

3. HEALTH & SAFETY POLICY

3.3 FOOD

Hands must be thoroughly washed before food preparation and/or eating

Benchtops and food surfaces must be clean

Children must be seated while eating

Allergies list will be kept where food is prepared

Food will be kept in sealed containers

Perishable food to be kept in fridge

Food dates to be checked

Kids Domain Limited

3. HEALTH & SAFETY POLICY

3.4 CHILD HYGIENE POLICY

Kids Domain is committed to providing and maintaining a high standard of hygienic environment for all our children and families in order to promote good health and wellbeing for all.

Practices and Procedures for General Hygiene:

- Upon entry to the centre, everybody is to hand sanitise or wash hands.
- Children will be encouraged to maintain effective personal hygiene habits e.g.
- Washing their hands before and after eating and after toileting.
- Hand towels are always available in the bathroom for the children to use.
- All staff will endeavour to keep the children's face and hands clean (e.g. children will be prompted to wipe runny noses)

Kids Domain Limited

3. HEALTH & SAFETY POLICY

3.5 PETS

Only caged animals will be kept at the programme centre.

These must be kept clean and disease free at all times.

The keeping of animals may not be allowed to compromise children's health for example in the case of allergies.

Kids Domain Limited

3. HEALTH & SAFETY POLICY

3.6 ANIMALS ON EXCURSIONS

Children are made aware of the rules before any excursion takes place.

They are informed that in the case an animal such as a dog approaches them, they are not to touch it or go near it.

A hazard check will be done to ascertain that it is safe for the children to play etc.

Kids Domain Limited

3. HEALTH & SAFETY POLICY

3.7 SUN SAFE

Children must wear sunhats during the summer months

It is the Parent/Caregivers responsibility to provide these. Children may be required to stay in the shade if they do not have a sun hat

Limited time is spent outside at the hottest part of the day.

Kids Domain Limited

3. HEALTH & SAFETY POLICY

3.8 TOILET FACILITIES

Staff and children share the toilet facility at the centre.

Staff must always knock first to make sure facility is vacant, and make sure door is locked when in use.

Children must get permission to go to the toilet.

Kids Domain Limited

3. HEALTH & SAFETY POLICY

3.9 ACCIDENTS/EMERGENCY PROCEDURES

A first aid kit will be kept at the centre and taken on excursions along with emergency contact numbers.

The first aid kit will be stored out of reach of the children.

It is the responsibility of supervisors to ensure that it is maintained and well stocked.

At all times at least one staff member who holds a current first aid certificate must be on site.

In the event of any accident to either children or staff, the following procedure will be followed:

Staff will immediately inform management.

Appropriate first aid will be administered.

Accidents and incidents will be recorded by staff in the accidents/near miss book and Parent/Caregivers notified at the end of the day (to be signed)

All accidents to staff and children, including near misses, will be recorded and investigated

If staff are involved in an accident a form is available on the staff page on the website for them to complete which is sent to management

If a child is emotionally traumatised the following procedure will be followed:

Staff will calm the child

Parent/Caregivers will be contacted

For trauma of staff, Management will ensure that professional supervision is made available.

3. HEALTH & SAFETY POLICY

3.10 ILLNESS

Children who may have illnesses which are not infectious or notifiable shall not be discriminated against and shall have the same rights as other children to attend.

If a child becomes ill during the day they will be made comfortable, put into a quiet area and the Parent/Caregivers notified for collection.

Kids Domain Limited

3. HEALTH & SAFETY POLICY

3.11 MEDICATION

Parent/Caregivers allow supervisors to administer panadol/paracetamol to your child if it is required (we will contact you prior) and any urgent medical treatment at your expense

Other medicine will not be administered unless a consent form has been signed by Parent/Caregivers. For children on daily medication consent is given on booking when you list medication details

This form must include dosage and be signed by the staff member when they administer the medicine.

All medication in pill form has been given in the correct dosage for that day. We cannot cut tablets in half, quarters (this has to be done by the Parent/Caregivers) for health and safety reasons.

All staff must wear disposable gloves when administering first aid

Staff who have a notifiable disease must take appropriate precautions to prevent cross infection and not participate in administering first aid.

The centre will provide sunscreen but due to allergies recommend Parent/Caregivers keeping their child's own sunscreen in their school bag.

3. HEALTH & SAFETY POLICY

3.12 INFECTIOUS DISEASES:

| Condition | This disease is spread by | Early symptoms | Time between exposure and sickness | Exclusion from school, early childhood centre, or work * |
|------------------------------|---|--|--|---|
| Chickenpox | Coughing, sneezing and contact with weeping blisters. | Fever and spots with a blister on top of each spot. | 10–21 days after being exposed. | 1 week from appearance of rash, or until all blisters have dried. |
| Hand, foot and mouth disease | Coughing, sneezing, and poor hand washing. | Fever, flu-like symptoms – rash on soles and palms and in the mouth. | 3-5 days | Exclude until blisters have dried. If blisters able to be covered, and child feeling well, they will not need to be excluded. |
| Head lice (Nits) | Direct contact with an infested person's hair, and less commonly by contact with contaminated surfaces and objects. | Itchy scalp, especially behind ears. Occasionally scalp infections that require treatment may develop. | N/A | Treatment to kill eggs and lice, once done can return |
| Measles | Coughing and sneezing. Direct contact with an infected person. Highly infectious. | Runny nose and eyes, cough and fever, followed a few days later by a rash. | 7-21 days | 5 days after the appearance of rash. Non-immune contacts of a case may be excluded. |
| Ringworm | Contact with infected skin, bedding and clothing. | Flat, ring-shaped rash | 4-6 weeks | None, but skin contact should be avoided. |
| Rubella (German Measles) | Coughing and sneezing. Also direct contact with an infected person. | Fever, swollen neck glands and a rash on the face, scalp and body. | 14-23 days | Until well and for 7 days from appearance of rash. |
| Scabies | Contact with infected skin, bedding and clothing. | Itchy rash. | 4–6 weeks (but if had scabies before it may develop within 1–4 days) | Exclude until the day after appropriate treatment. |
| School sores (Impetigo) | Direct contact with infected sores. | Blisters on the body which burst and turn into scabby sores. | Variable | Until sores have dried up or 24 hours after antibiotic treatment has started. |

3. HEALTH & SAFETY POLICY

| Condition | This disease is spread by | Early symptoms | Time between exposure and sickness | Exclusion from school, early childhood centre, or work * |
|--------------------------------------|--|--|---|--|
| Diarrhoea & Vomiting illnesses | | | | Until well and for 48 hours after the last episode of diarrhoea or vomiting. |
| Influenza and Influenza-like illness | Coughing and sneezing. Direct contact with infected person. | Sudden onset of fever with cough, sore throat, muscular aches and a headache. | 1–4 days (average about 2 days) | Until well. |
| Streptococcal sore throat | Contact with secretions of a sore throat. (Coughing, sneezing etc.) | Headache, vomiting, sore throat. An untreated sore throat could lead to Rheumatic fever. | 1-3 days | Exclude until well and/or has received antibiotic treatment for at least 24 hours. |
| Whooping cough | Coughing. Adults and older children can pass on the infection to babies. | Runny nose, persistent cough followed by “whoop”, vomiting or breathlessness. | 5-21 days | Five days from commencing antibiotic treatment or, if no antibiotic treatment then 21 days from onset of illness or until no more coughing, whichever comes first. |
| Conjunctivitis (Pink eye) | Direct contact with discharge from the eyes or with items contaminated by the discharge. | Irritation and redness of eye. Sometimes there is a discharge. | 2–10 days (usually 3–4 days) | While there is discharge from the eyes. |

3. HEALTH & SAFETY POLICY

3.13 PANDEMIC PLAN POLICY

The purpose of this Pandemic policy is to minimize the health risk posed to the community and employees in the event of a widespread outbreak of a dangerous infectious disease and ensure on-going operation of essential business activities.

Kids Domain will act in accordance with all legal requirements and in the best interests of staff children and families.

A folder has been developed providing information and action plans in the event of a Pandemic outbreak. This information will be used in the event of a pandemic to ensure we follow all legal requirements and recommendations as per the Ministries of Health

ENTERING AND EXITING THE BUILDING:

- All children attending morning care can be dropped off at the door and a supervisor will sign them in. Parent/Caregivers can text or phone when they arrive to pick up their children in the afternoon and a supervisor can sign the child out while the Parent/Caregivers waits outside. Should a Parent/Caregivers feel they need to sign in/out their child they can do so (hand sanitiser is available on entry) and they must stay behind the marked line on the floor. The main door must be used and not the side doors of the building.

PICK UPS FROM SCHOOL:

- Children will use hand sanitiser before entering the vans. If room permits they can sit one seat apart.

HAND WASHING:

- On entry of the centre hands to be washed. If children leave the centre (e.g to play outside) they must wash their hands again upon entry.
- After coughing or sneezing (when the hands have been used to cover the mouth or nose)
- After using the toilet or after handling animals
- Before, during and after the preparation of food
- When hands are dirty
- Liquid soap is provided
- Roller towel is provided
- Hand santiser is also available (supervisors will keep this on them for safety reasons)

FOOD:

- Children will not be allowed to share their food
- Children will not be allowed to help themselves to afternoon tea – a supervisor will be giving afternoon tea to each individual

CLEANING:

- Kids Domain has always had high level of cleaning, but this will be monitored more closely and cleaning more frequently with disinfectant paying more attention to high used areas, handles, sinks, railings, countertops and objects.

SICKNESS:

- Parent/Caregivers have all been notified about keeping their child/ren at home if they are sick and to advise the centre. If a child has presented symptoms a disposable mask will be supplied while they wait in an area (away from other children) to be picked up

3. HEALTH & SAFETY POLICY

3.13 PANDEMIC PLAN POLICY

PARENT/CAREGIVERS MEETINGS:

- Instead of face to face meetings it is preferred this to be done over the phone, text or email if possible.

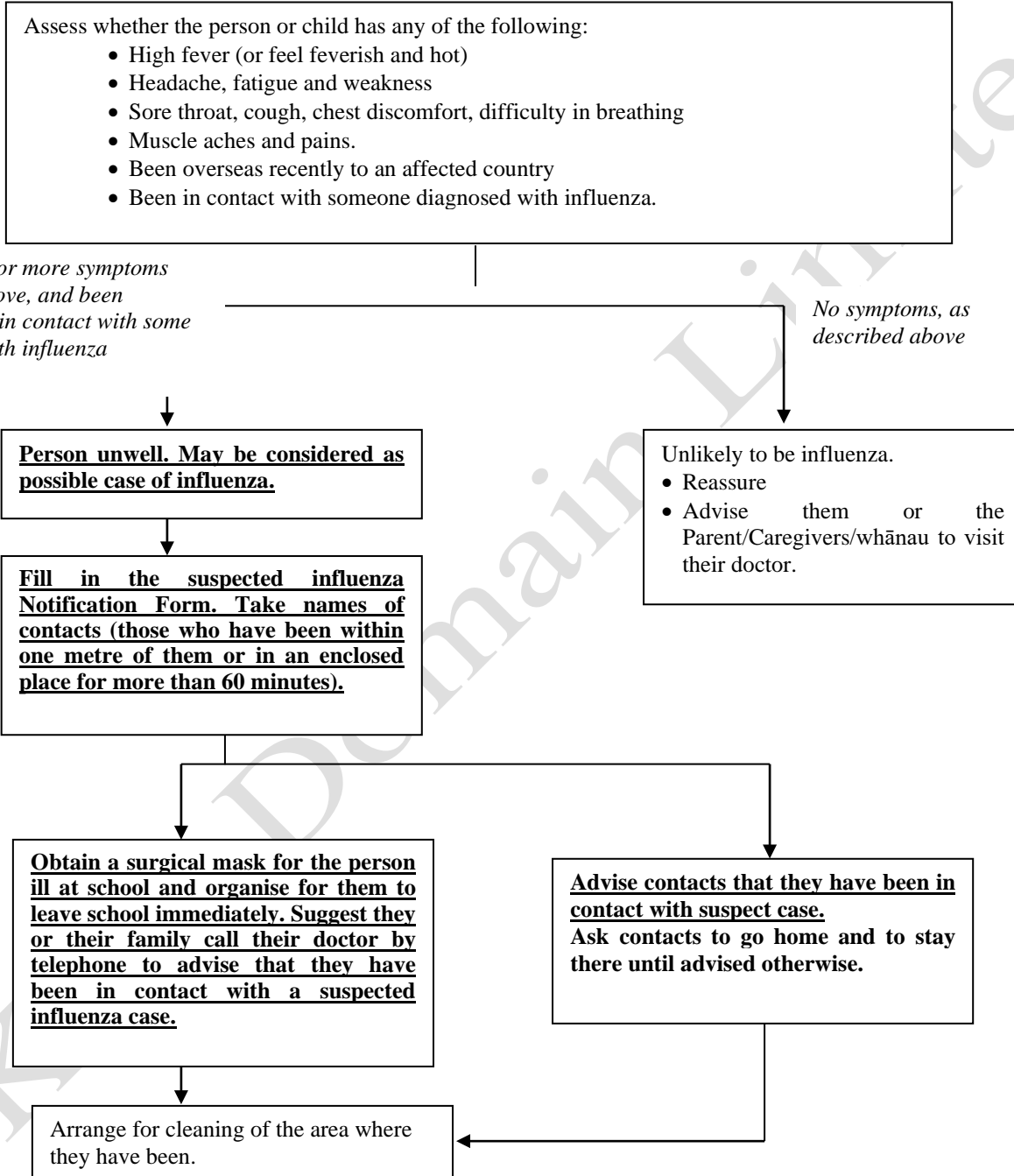
Kids Domain Limited

3. HEALTH & SAFETY POLICY

3.13 PANDEMIC PLAN POLICY

FOR DETECTION AND MANAGEMENT OF SUSPECTED PANDEMIC INFLUENZA CASES

Process



3. HEALTH & SAFETY POLICY

3.13 PANDEMIC PLAN POLICY

KIDS DOMAIN - SUSPECTED INFLUENZA NOTIFICATION FORM

Details of Affected Staff/Students

| | | |
|--|-------------------------------------|------------------------------|
| Name: | Site: | Location of isolation: |
| Job title: | Nationality of visitor to site: | Date of birth: (optional) |
| Address: | | |
| Telephone no: _____ (W) _____ (H) _____ (M) | | |
| Symptoms noticed: | | |
| Fever <input type="checkbox"/> | Body aches <input type="checkbox"/> | |
| Headache <input type="checkbox"/> | Fatigue <input type="checkbox"/> | |
| Dry cough <input type="checkbox"/> | Others <input type="checkbox"/> | Details: _____ |
| Cold <input type="checkbox"/> | | |
| Time of fever on-set: | _____ | |
| Time of isolation: | _____ | |
| Travel history over the past eight days: | | |
| Countries visited | _____ | |
| Flights taken: | _____ | |
| Where referred: | | |
| Contact List (See separate page) | | |
| Where referred: | | |
| Contact List (See separate page) | | |

Details of Reporter

| |
|--|
| Name: |
| Job title: |
| Telephone no: _____ (W) _____ (H) _____ (M) |

3. HEALTH & SAFETY POLICY

3.14 EMERGENCY CLOSURE OF CENTRES

Kids Domain are required to close our centres in certain circumstances that are out of our control, and must evacuate the premises in such an event.

In the event of an emergency closure you will be required to collect your child as soon as possible.

Fees are still payable for up to 5 working days if there is an emergency closure of the centre.

3.15 OPERATING UNDER COVID-19

Kids Domain will follow all 'Public Health Measures' as issued by the Ministry of Health from time to time in response to any Contagious Disease outbreak, Epidemic or Pandemic, including but not limited to COVID-19 and its variants. To ensure the continued safety of all participants and staff, Kids Domain reserves the right to modify or cancel any activity or programme in response to a Ministry of Health Exposure Notification or other Public Health Mandate.

All Kids Domain staff are fully vaccinated. A copy of their vaccination passport will be kept on staff files.

Parents/caregivers are welcome into the centre but must wear a mask. Parents/caregivers are to sign their child in/out so we have a register of being onsite and/or scan the QR code

3.16 COVID-19 PROTECTION FRAMEWORK (CPF)

The traffic lights are the next stage in the COVID-19 response plan. They allow OSCAR services to open and operate in a way that is as close to normal. The framework enables Kids Domain to operate under Ministry of Health and Ministry of Social Development guidance and take responsibility for minimising the spread of COVID-19.

Kids Domain services can open under Red, Orange and Green CPF settings with various public health measures in place.

Vaccine passes

Vaccine passes for participants is prohibited for all OSCAR services.

There will be cases (e.g. off site trip days) where an external vendor/trip host will require a vaccine pass for all children aged 12yrs 3 months and older -children booked to attend these trips must hold a valid vaccine pass and have this available for verification by the vendor.

Vaccination

All Kids Domain staff are covered by the Education vaccine mandate and meet the mandatory requirements. From 2 January 2022 only full vaccinated staff will have contact with children.

Any contracted vendors will complete a risk assessment survey and provide evidence of their Vaccine Pass prior to arrival on site.

Risk Assessment

All staff must complete a Return-to-work survey and obtain the necessary health clearances prior to arrival on site for recommencement of site operations.

All CPF settings have an additional Kids Domain Risk Analysis and Management document in place.

At each CPF setting the following public health measures are in place:

Basic hygiene protocols, contact tracing and vaccination

3.17 RED LIGHT

OSCAR centres can operate; however, some requirements will remain the same and some requirements will be different. Social Services providing critical wellbeing services do not have to follow the 'close-proximity' guidelines.

OSCAR providers must maintain their own groupings of up to 20 children (staffing requirements as per existing standard OSCAR guidelines)

Where there are multiple groups, the groups must maintain 1m distancing from each other.

Having OSCAR groupings means that a provider will be able to easily identify who children have interacted with if any staff or child tests positive for COVID-19, and schools will be able to identify which groups that child is part of in the classroom.

No non-essential visitors will be on site.

Children with complex medical needs, can seek advice from their health professional about whether it is appropriate to come to the OSCAR provider. Parents, caregivers and students will need to work with the OSCAR provider to develop a plan to support attendance onsite.

Parents are required to scan the NZ COVID Tracer App or sign in the register.

A contactless sign in/out option is available for parents to sign their children in and out of the programme. Staff cannot be rostered on at multiple Kids Domain programmes where they will need to cross CPF settings.

Agency staff will only be booked under urgency. Agency staff are governed by the Education vaccination mandate and will follow all Kids Domain procedures.

Face coverings are required:

For all children Year 4 and up when indoors or in close contact with others.

For staff working onsite.

Staff are encouraged to wear paper masks instead of material masks.

For all children Year 4 and up on buses for trip days.

Activities

Playgrounds can be used (maintain good hand hygiene) but consider rostering use by different groups to minimise congestion.

Exercising and singing must be held outdoors.

Play can include access to toys and sports equipment, but hygiene practices should be observed before and after playing with equipment.

Cooking and baking activities will be limited so children are preparing their own individual item.

For sites with multiple groups of 20 children, activities will be structured to have parallel schedules to ensure the separation of groups is maintained.

Indoors spaces should be well ventilated, for example by opening windows, doors and any vents. If mechanical ventilation is used, make sure the ventilation system is regularly maintained.

3.18 ORANGE LIGHT

Community transmission with pressure on the health system.

The whole health system is focusing resources, but can still manage primary care, public health, and hospitals.

Increasing risk for at-risk populations.

OSCAR can operate; however, some requirements will remain the same and some requirements will be different. Social Services providing critical wellbeing services do not have to follow the 'close-proximity' guidelines

Children with complex medical needs are encouraged to take additional precautions when leaving home. Parents, caregivers and students will need to work with the OSCAR provider to develop a plan to support attendance onsite.

Staff can work across more than one group of children within the OSCAR providers.

There are no restrictions on visitors on site, but they need to be captured in a visitor register or similar, to support contact tracing and must scan using the NZ COVID Tracer app or Contact Tracing Register provided by Kids Domain.

Parents are required to scan the NZ COVID Tracer App or complete the Contact Tracing Register.

FACE COVERINGS Face coverings are required:

Kids Domain Team Members will wear a mask if entering onto school grounds to pickup children.

Face coverings are encouraged but not required indoors at OSCAR programmes.

Face coverings are to be worn by children over 12 and all staff when on a chartered trip

Activities

Playgrounds can be used (maintain good hand hygiene).

Physical and cultural activities can go ahead on site (all other public health measures must be maintained including good hygiene practices).

Large activities with students, if they are to go ahead, should take place in well-ventilated areas or outdoors.

3.19 GREEN LIGHT

COVID-19 in New Zealand, including sporadic imported cases. Limited community transmission COVID-19 hospitalisations are at a manageable level. The health system is ready to respond (primary care, public health, and hospitals).

OSCAR centres can operate; however, some requirements will remain the same and some requirements will be different. Social Services providing critical wellbeing services do not have to follow the 'close-proximity' guidelines.

Staff can work across more than one group of children within the OSCAR providers.

There are no restrictions on visitors on site, but they need to be captured in a visitor register or similar, to support contact tracing and must scan using the NZ COVID Tracer app or Contact Tracing Register provided by Kids Domain.

Parents are required to scan the NZ COVID Tracer App or complete the Contact Tracing Register.

Face coverings are encouraged but not required.

Staff and children will wash hands and sanitise regularly.

Kids Domain staff are to follow the school guidelines regarding accessing the premises.

In the event of a positive COVID-19 case onsite, we will follow the Kids Domain Exposure Event/Location of Interests Procedure.

This information is guided by Covid-19 framework guidance for social service providers published 1 December 2021 <https://www.msd.govt.nz/documents/about-msd-and-our-work/covid-19/guidance-for-providers/1-dec-2021-social-service-providers-covid-protection-framework-guidance.pdf>



4. SUPERVISION POLICY

4.1 RATIOS

The staff/child ratio will be as follows:

Before School Care – where there are 10 children or less a sole charge supervisor will be allowed and will be trained in first aid. 11 and more children will have minimum 2 supervisors onsite, 1:15 ratio

After School and Holiday Programmes - where there are 10 children or less a sole charge supervisor will be allowed and will be trained in first aid. 11 and more children will have minimum 2 supervisors onsite 1:15 ratio

On excursions 1:10 (depending on activity type)

The supervisors are responsible for ensuring that all children are supervised at all times.

Children will be in view of staff at all times when appropriate.

Children will be informed of the boundaries they are expected to stay within at all times and must inform an adult when they are going to leave the area (to go to the toilet etc).

We aim to maintain our ratios. In the event of illness or other unforeseen event that impacts our staff, this may not be possible. We will implement an appropriate response to ensure the programme remains safe and well-supervised. This may include changing planned activities, limiting spaces/boundaries for activities such as for outdoor play and keeping children together as a single group

4. SUPERVISION POLICY

4.2 MISSING CHILD

Formal attendance checks and head counts will be made regularly and often during the day

If a child is missing, the following procedure will be followed:

Staff will conduct a thorough search

Parent/Caregivers will be contacted

School will be contacted if still near school grounds

If Parent/Caregivers cannot be contacted emergency person will be contacted

If no-one can be contacted police will be contacted

All staff under 16 will be supervised by older staff.

Children will be within sight and sound of 1 staff member, at least 1 person over 20 will be onsite.

Kids Domain Limited

4. SUPERVISION POLICY

4.3 EXCURSIONS

Children will not be allowed to participate on an excursion unless Parent/Caregivers have signed a permission slip.

Parent/Caregivers will be notified in advance of all activities planned away from the centre and a planned schedule will be posted at the centre.

Parent/Caregivers will be informed of the mode of transportation.

The staff/child ratio on excursions will be 1:10.

Staff will carry a cell-phone for emergencies.

Walks to nearby parks and playground do not require a reduced staff ratio but all other excursion safety procedures still apply.

Staff will check the public toilet first to make sure it is safe. If using public toilets an adult will stand outside.

A first aid kit and children's emergency information will be taken on excursions

A risk assessment will be carried out which will determine any risks that can lead to injury or harm e.g. swimming

A contingency plan will be prepared beforehand for all excursions in case of bad weather.

When on walks the children will be organised into a "buddy system" and will walk double file with at least one adult in the rear and one adult leading.

Where there is a road to cross pedestrian crossings will be used if available: one adult will stand in the middle of the road to ensure traffic is stopped before children begin to cross and will remain there until all children are safely across the road.

Parent/Caregivers will be informed before their children are transported in private vehicles.

Vehicles used to transport children must comply with all mandatory legal requirements.

All drivers must hold a current, clean drivers license and must agree to drive safely and maturely.

When on an excursion a note will be left describing the group's whereabouts and expected time of return.

Excursions during school holidays are noted on the holiday programme schedule.

5. BUILDINGS & FACILITIES POLICY

It is Management's responsibility to check that the programme centre has a current building warrant (if applicable) and that it complies with other relevant fire and safety requirements.

The final responsibility lies with the owner of the building.

Management will liaise between the owner in the event of any problems.

Kids Domain Limited

5. BUILDINGS & FACILITIES POLICY

5.1 PHONE ACCESS

For staff and emergencies to contact Parent/Caregivers.

Cellphone must be taken on excursions.

Risk assessment must be done (phone coverage and to identify nearest landline available)

Kids Domain Limited

5. BUILDINGS & FACILITIES POLICY

5.2 CLEANING

Supervisor or a Manager will devise a cleaning plan to ensure that all parts of the centre are kept clean and free of rubbish. This plan to include:

DAILY

sweeping/vacuuming all floors

emptying rubbish

washing kitchen and toilet floors

cleaning toilets and hand basins

wiping all kitchen benches/surfaces where food was prepared

washing all kitchen cloths

sorting and checking art area, toys, equipment etc

WEEKLY

cleaning fridge and any areas where food is stored

dusting

cleaning computer and tv equipment

6. EMERGENCIES POLICY

6.1 EMERGENCY & DISASTERS

Both fire and earthquake drills will be carried out once a term and recorded and once a week during school holiday programme.

Management will keep the fire department notified of programme hours and numbers of children.

Management will develop a plan of action for emergencies involving either fire or earthquake which is clearly displayed in every room and which includes (refer to civil defence folder):

how to recognise the nature of the emergency

how and where the children will be collected

ensuring everyone is accounted

how to recognise the emergency is over

Supervisor to turn off electricity/water if required

Management to notify emergency department (e.g. fire service) 7 days prior to fire drill

The supervisors are responsible for keeping a record of each drill

Phone Calls/Texts to Parent/Caregivers to collect children as soon as possible – plan made incase Parent/Caregivers are unable to collect

6. EMERGENCIES POLICY

6.2 EARTHQUAKE PROCEDURE

When shaking begins:

If you are inside have everybody go only a few steps to a safety spot you have already picked e.g. Stand or crouch under a strong supported doorway or get under a sturdy table/desk

Pick a spot away from windows and tall heavy furniture that can fall

If you are outside:

Find a clear spot away from buildings, trees and powerlines

If you are in the street:

Move into the shop doorway or crouch beside parked vehicles.

You will need to call out instructions to the children – many will forget what to do and will need direction. If you can, talk to them through the shaking to reassure them.

After the shaking stops:

Be prepared for aftershocks

Reassure children they are safe and that their Parent/Caregivers will collect them (if it is a large scale earthquake)

Check for injuries and give first aid if required

Inspect for damage and ascertain if you should evacuate

Remain with the children until all are collected (there may be considerable delays)

6. EMERGENCIES POLICY

6.3 FIRE AND EXPLOSION PROCEDURE

Raise the alarm – call fire if there is no alarm

Evacuate the children by giving instructions e.g. Ok everyone leave the building quietly and wait outside (in front of the house – next door to the second hand shop), do not run etc

As the children are leaving making sure they all go

Take the roll/sign in/out sheets with you

If it is a small fire, put it out

Ring 111 unless it is a drill

Assemble at the pre-arranged spot, check immediately that you have everyone

Make sure everyone stays together until you can go back in or all are collected

COMMON SENSE PREVAILS!!!

6. EMERGENCIES POLICY

6.4 LOCKDOWN

The centre will go into lockdown at any time where the staff and children need to be contained and protected inside the building – not limited to:

- An armed intruder
- A person who could pose a risk
- A chemical spill
- Directed by the police/ambulance/fire service

In the event of a lockdown, the person witnessing the event must notify management immediately.

This is a lockdown emergency will be called to everybody in the building, everybody is to remain in the building. Get everybody inside the building if safe to do so.

Police should be called immediately.

As soon as possible lock all doors and windows, shut curtains, blinds if possible

Turn off lights

Staff and children to stay away from doors and windows and remain low to ground.

Everybody to remain calm and quiet. Engage children with books or quiet activity

Staff to get sign in out sheet and check everybody safe. Identify anybody missing

With the support of police/ambulance/fire the person in charge will arrange Parent/Caregivers to pick up their child from the centre at a designated safe area.

Contents of emergency and civil defence folder

Evacuation plan

Lockdown policy

Fire and emergency policy

Pandemic policy

Employees emergency contacts

Children emergency contacts

List of first aiders.

7. CHILD PROTECTION POLICY

In addition to the general safety policies outlined, the programme will ensure that the staff and other adults visiting or working at the programme are well supervised and visible in activities performed with children. A minimum of two staff will supervise the programme at all times.

Programme staff will be provided with a code of conduct, copies of which are to be held at the programme.

This code outlines appropriate behaviour, supervision, discipline, and the prevention, detection and reporting of child abuse.

Kids Domain Limited

7. CHILD PROTECTION POLICY

7.1 RESPONDING TO SUSPICIONS OF CHILD ABUSE

The programme staff will act on all suspicions of child abuse in the following way:

If a child discloses abuse, staff will record any incidents/observations and what the child says in the concerns book

Any suspicion that abuse is occurring will be reported to management

Management will consult with ORANGA TAMARIKI to ascertain what steps will be taken.

Staff and Kids Domain will not assume responsibility beyond our level of expertise.

All adult visitors will be supervised and visible to staff when onsite

RESPONDING TO SUSPICIONS OF CHILD ABUSE

The programme staff will act on all suspicions of child abuse

Record incidences and observations and at the same time, report suspicions to Management.

**DO NOT ACT ALONE, DO OR SAY ANYTHING TO ANYONE WITHOUT CONSULTING
MANAGEMENT**

7. CHILD PROTECTION POLICY

7.2 CODE OF BEHAVIOUR FOR OSCAR WORKERS AND THE PREVENTION OF CHILD ABUSE

KIDS DOMAIN is committed to the prevention of child abuse and to the protection of children.

The well-being and safety of the children is the primary goal of KIDS DOMAIN out of school care and recreation programmes.

The following policy and code of behaviour are a means of achieving this objective.

This commitment means that the interests and welfare of the child will be the prime consideration when any decision is made about a child suspected of being abused.

KIDS DOMAIN supports the roles of statutory agencies (the Police and ORANGA TAMARIKI) in the investigation of abuse and will report cases of suspicion of abuse to these agencies.

KIDS DOMAIN will maintain a good working relationship with ORANGA TAMARIKI and be familiar with the law which serves to protect children from abuse.

We will consult with the ORANGA TAMARIKI and with other appropriate agencies who have specialist knowledge to help us protect children from child abuse. If a Report of Concern needs to be made to Oranga Tamariki, staff will ensure an acknowledgement of the receipt of notification will be obtained from Oranga Tamariki and kept securely on file.

We will not assume responsibility beyond the level of our own expertise.

KIDS DOMAIN will respond to suspicions of child abuse by recording all observations, impressions and communications about children suspected of being abused.

No staff member will act alone about suspicions but will consult with senior staff who will be committed to taking action and arranging for consultation with appropriate agencies.

KIDS DOMAIN will act on recommendations made by relevant agencies and the ORANGA TAMARIKI concerning the official reporting of the suspected and abuse and on the consulting of families.

At no time will we regard ourselves as having the child's Parent/Caregivers's permission to consult or report.

While we individually or collectively suspect that child abuse has been perpetrated by a staff member or other person helping in our organisation, we will not collude with or protect that person or the organisation but promptly report the matter to the management and statutory authorities.

The suspected staff member will be prevented from having further access to children during any investigation and will be informed fully of their rights.

Children, families and staff involved in the investigation of allegations of child abuse will have support and we will attain knowledge of individuals, agencies and organisations in our community that we can refer them to for support.

KIDS DOMAIN employment procedures include a thorough examination and checking of applicants' previous work history and we make contact personally with both referees and some past employers. This will be done with the applicant's consent.

7. CHILD PROTECTION POLICY

7.2 CODE OF BEHAVIOUR FOR OSCAR WORKERS AND THE PREVENTION OF CHILD ABUSE

Our prime consideration in choosing staff will be ensuring that they will have skills and attributes which contribute to the children's safety and health, physical, emotional, intellectual and social development and will not put children at risk of abuse.

KIDS DOMAIN will ensure that its staff is well supervised and visible in the activities they perform with children.

Opportunities for staff to be alone with children will be kept to a minimum.

Children will not be taken on outings without Parent/Caregivers approval in writing or by phone and will be accompanied by more than one adult.

In the case of an emergency every attempt will be made for a child to be accompanied by two adults.

KIDS DOMAIN has established a set of rules about acceptable touching of children.

All adults working in our organisation will be made aware of these rules.

This organisation encourages staff to keep their personal and professional lives separate and we do not encourage the fostering of close personal relationships and/or care-taking activities with children and families outside the work environment.

We will, on a regular basis, collectively review our child abuse policies and evaluate our performance in meeting the standards outlined by them.

If Parent/Caregivers have any concerns about the treatment of a child by any of our staff they are encouraged to make these known and we will ensure that the matter will be fully investigated and acted on if necessary and will use an advisor and mediator from outside the organisation if independent investigation or arbitration is indicated.

Parent/Caregivers and family are welcome to visit the programme at any time.

All staff will sign a declaration of criminal records.

Apart from toilets and bathrooms the programme will have an open door policy, staff should be aware where all children are at all times.

If abuse is suspected staff/management will record incidents/observations and what the child may say.

No staff member will act alone, they must advise management of their concerns/suspicions.

Management will seek advice from ORANGA TAMARIKI to ascertain what steps are required.

Staff and Management must act in the best interest of the child concerned.

Kids Domain expects staff to be supportive, non abusive and to present themselves as a positive role model. Many children have affectionate natures and express themselves freely. Regardless of the situation and child's culture and nature staff must avoid inappropriate physical contact.

7. CHILD PROTECTION POLICY

7.2 CODE OF BEHAVIOUR FOR OSCAR WORKERS AND THE PREVENTION OF CHILD ABUSE

In making physical contact with children, adults should be guided by management that they will do so solely in order to meet the child's physical or emotional needs. Touching should not be initiated to gratify adult needs. Children should not be asked to take care of adult needs, physical or otherwise.

If a child initiates physical contact in the seeking of affection, reassurance or comfort it is appropriate to respond in a manner suitable for that child's developmental stage and needs. It is not appropriate to force any form on unwanted affection or touching on a child.

The physical contact of children during changing or cleansing must be for the purpose of that task only and not be more than is necessary for that job. Children should be encouraged to take care of themselves to the limits of their ability.

Staff should avoid being alone with a child. Staff must be aware of where all children are at all times.

Supervisors should ensure volunteers and visitors are never alone with a child or group of children.

Child Abuse is defined in the Children Young Persons and their Families Act as “the harming (whether physically, emotionally, or sexually), ill-treatment, abuse, neglect or deprivation of any child or young person.”

Physical abuse - any acts that may result in physical harm of a child or young person.

Sexual abuse - any acts that involve forcing or enticing a child to take part in sexual activities, whether they are aware of what is happening.

Emotional abuse - any act or omission that results in adverse or impaired psychological, social, intellectual, and emotional functioning or development.

Family violence may be witnessed/experienced by children and involve physical, sexual, and emotional abuse.

Neglect “is a pattern of behavior which occurs over a period of time and results in impaired functioning or development of a child. It is the failure to provide for a child’s basic needs, the persistent failure to meet a child’s basic physical or psychological needs, leading to adverse or impaired physical or emotional functioning or development.

Neglect may be:

- Physical - failure to provide necessary basic needs of food, shelter, or warmth
- Medical - failure to seek, obtain or follow through with medical care for the child
- Abandonment - leaving a child young person in any situation without arranging necessary care for them and with no intention of returning
- Neglectful supervision – failure to provide developmentally appropriate or legally required supervision
- Refusal to resume Parent/Caregivers responsibility - unwillingness or inability to provide appropriate care for a child.”

7. CHILD PROTECTION POLICY

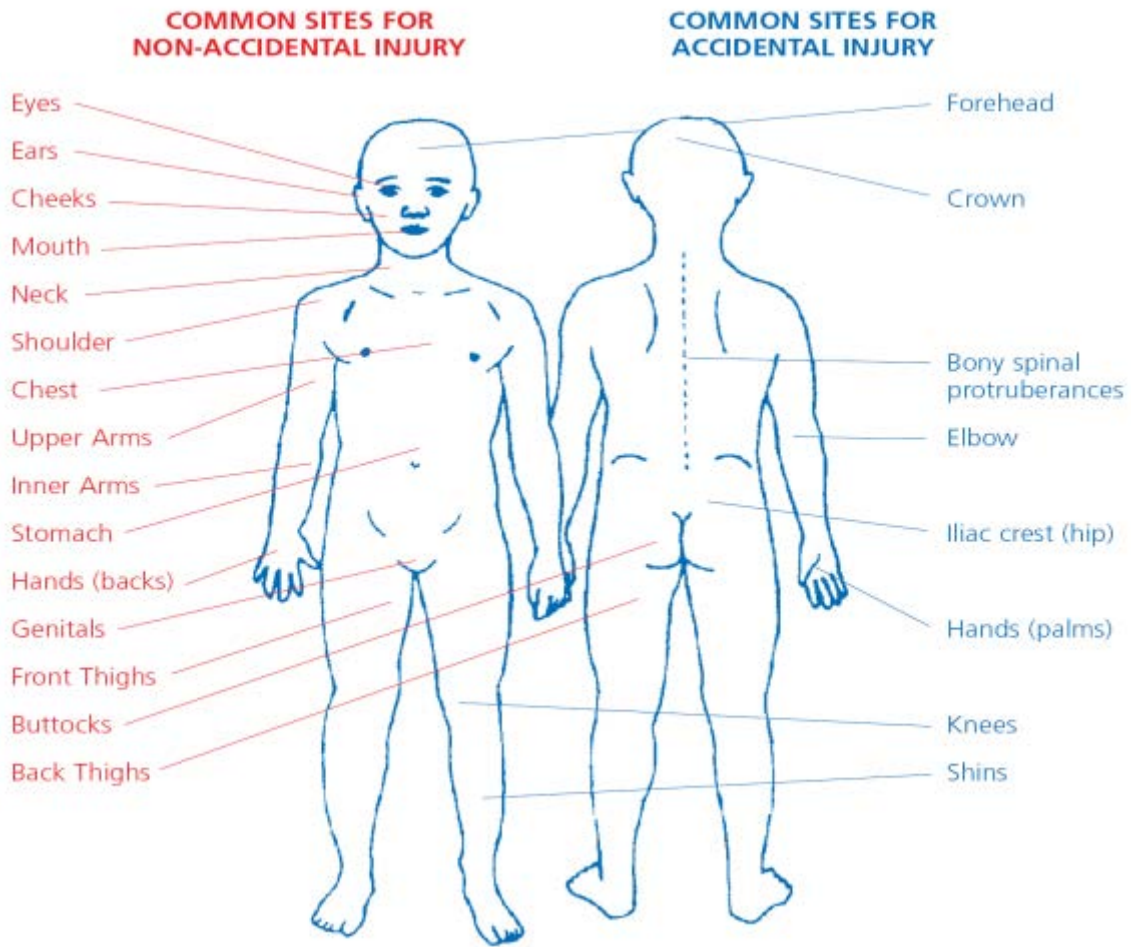
Responding to a child when the child discloses abuse:

| | |
|---|--|
| Listen to the child | Disclosures by children are often subtle and need to be handled with particular care, including an awareness of the child's cultural identity and how that affects interpretation of their behaviour and language. |
| Reassure the child | Let the child know that they: <ul style="list-style-type: none"> • Are not in trouble. • Have done the right thing. |
| Ask open ended prompts – e.g., “What happened next?” | Do not interview the child (in other words, do not ask questions beyond open prompts for the child to continue). Do not make promises that can't be kept, e.g., “I will keep you safe now”. |
| If the child is visibly distressed provide appropriate reassurance and re-engage in appropriate activities under supervision until they are able to participate in ordinary activities. | If the child is not in immediate danger Re-involve the child in ordinary activities and explain what you are going to do next. |
| If the child is in immediate danger contact the Police immediately. | As soon as possible formally record the disclosure Record: <ul style="list-style-type: none"> • Word for word, what the child said. • The date, time and who was present |

7. CHILD PROTECTION POLICY

| <u>Recognize Physical Signs</u> | <u>Record Parent/Caregivers, or family signs</u> | <u>Observe Behavioral Signs</u> | <u>Child/family Vulnerabilities</u> | <u>Identify Developmental Signs</u> |
|---|--|---|--|--|
| <ul style="list-style-type: none"> • Bruises and welts • Cuts and abrasions • Scalds and burns • Fractures • Head injuries • Sexually transmitted infections • Failure to thrive and malnutrition • Dehydration • Inadequate hygiene and clothing • Poisoning | <ul style="list-style-type: none"> • Exposure to family violence • Unrealistic expectations • Terrorizing • Corrupting • Isolating • Humiliating • Dependency • Closure • Fight | <ul style="list-style-type: none"> • Aggression • Withdrawal • Anxiety, fear, and regression • Sadness • Overly responsible • Obsession • Substance abuse • Suicidal thoughts/plans | <ul style="list-style-type: none"> • Addiction • Mental health • Oranga Tamariki history • Age of Parent/Caregivers or child • Attachment • Disability | <ul style="list-style-type: none"> • Global development delay. • Specific delays: Motor Attachment • Speech and-language • Social • Cognitive • Vision and Hearing • Unusual developmental patterns |

7. CHILD PROTECTION POLICY



NAME OF CHILD:

DATE OF BIRTH:

NAME OF STAFF:

OBSERVATION:

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.....

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.....

.....

DATE:

8. STAFF & MANAGEMENT POLICY

8.1 PROGRAMME MANAGEMENT

The programmes will be run in a manner which keeps control of day to day finances and shows accountability to the management committee, families who use the programme and the community.

Over-all supervision of the programme is the responsibility of Management.

Management must approve all policy, financial reports and budgets. monitor expenditure and set limits on how much spending can be delegated.

A record of each child's attendance must be kept at each centre.

It is Managements responsibility to:

Keep clear financial records

Ensure government funding is accounted for separately from other income

Set the budget

Arrange for the annual reviewing and/or audit of accounts

Follow up debts with collection agencies

Payment of tax, wages and ACC levies

Liaise with the accountant

8. STAFF & MANAGEMENT POLICY

8.2 STAFF AND VOLUNTEERS

The programme will ensure quality care is provided through fair and consistent recruitment procedures, and the supervision and training of all staff including relievers and volunteers. All relevant legislation will be adhered to. Definition of staff - anyone the organisation relies on to deliver its services which includes caregivers, volunteers and contractors, as well as paid staff

Police Vetting must be completed every 3 years.

Unless a core worker exemption is held, the organisation will not employ any core children's worker who has a conviction for a specified offence under Schedule 2 of the Children's Act 2014.

All staff are safety checked in accordance with the Children's Act 2014 and the Children's (Requirements for Safety Checks of Children's Workers) Regulations 2015. This includes all new staff having a risk assessment done and existing staff having a periodic risk assessment completed at least every 3 years

Management will receive vetting information and will be stored in a locked file.

Only management and the staff member whose file it is will have access to it.

ORANGA TAMARIKI or MSD will sight copies when requested.

All staff will have an employment agreement – stored in their file

Training and in-house training will be provided to staff and management

Supervision of volunteers is the responsibility of the supervisors.

Volunteers must undergo the same security checks and induction as paid staff.

They should not be expected to undertake the same level of responsibility as paid staff. Efforts should be made to include volunteers in planning and training as appropriate.

Any agreement regarding reimbursement of expenses must be made in writing.

8. STAFF & MANAGEMENT POLICY

8.3 RECRUITMENT

The selection and recruitment of staff is the responsibility of Management.

All paid staff will be recruited according to the following procedure:

All positions will be advertised and a short list of applicants drawn up for interviewing
Interviews will be carried out by Management

All applicants will be required to provide at least two referees. It is managements responsibility to contact the referees for verification of the applicants experience and suitability to work with children

Applicants will be informed of the decision in writing

All workers including volunteers must:

Release details of their police record to Management (police vetting will be done). No person with a conviction for sexual crimes or crimes of violence against children may be employed at the centre. Sign a statement that they will abide by centre policies

Staff will be provided with a job description on appointment that states responsibilities, skills, certification and standards required (refer to staff and management section for copy)

A written employment contract clearly setting out wages and conditions of work must be signed by the employee

Copies of CV's and interview records will be kept.

Where relevant, staff will be offered training opportunities. Staff will be compensated for attending staff meetings and/or training.

8. STAFF & MANAGEMENT POLICY

8.4 TRAINING AND SUPERVISION

Staff training needs will be reviewed during staff appraisals or as required and opportunities provided for further training as needed.

Management is responsible for ensuring that all staff, including volunteers are sufficiently trained in first aid, emergency procedures, child management and all centre policies to ensure the safety of the children at all times.

New, young or less experienced staff will receive adequate support and supervision.

In house training will be provided and recorded in staff files.

All staff will have to read and sign that they have understood policy and procedures.

Kids Domain Limited

8. STAFF & MANAGEMENT POLICY

8.5 GRIEVANCES AND COMPLAINTS

Staff complaints against other staff members must be referred to Centre Manager or Management

Refer to employment agreement - IEA Schedule 1 employment relationship problem resolution process

Kids Domain Limited

8. STAFF & MANAGEMENT POLICY

8.6 PERFORMANCE APPRAISAL

Appraisal of the staff will be the responsibility of Management.

Performance appraisals will be carried out annually for each staff member with the sole intention to increase awareness of their performance and to ensure a high standard of care at the programme.

The appraisal will be based on the job description; establish individual and group strengths and identify areas for personal development. It will consist of a self-appraisal and interview with Management. Objectives will be set for the next term of employment.

All appraisals will be confidential

Kids Domain Limited

8. STAFF & MANAGEMENT POLICY

8.7 CODE OF BEHAVIOUR FOR STAFF

The purpose of this Code of Conduct is to assist you to know and understand the minimum standards of conduct and behaviour expected of you as an employee of Kids Domain

This reflects the basic requirements of professionalism, integrity and courtesy needed to ensure that we provide a quality service to our families, and that a pleasant and safe working environment exists for all staff children and families. The Code applies to all employees of Kids Domain including permanent, temporary, and casual employees. This Code forms part of your employment with Kids Domain.

The Code of Conduct establishes three principles of conduct which all staff are expected to observe:

- You should fulfil your lawful obligations to Kids Domain with professionalism and integrity.
- You should perform your duties honestly, faithfully and efficiently, respecting the rights of the child, Kids Domain community and your colleagues.
- You should not bring Kids Domain into disrepute through your activities, whether inside or outside Kids Domain. Activities outside Kids Domain are not likely to be acceptable if they:
 - damage the standing or reputation of Kids Domain because of the position you hold in it;
 - interfere with the proper performance of your duties.

Kids Domain expects you to:

- work within the law with honesty and integrity;
- comply with all lawful and reasonable instructions;
- comply with the policies and procedures of Kids Domain
- work diligently and meet the requirements of your employment agreement;
- respect the rights of colleagues, children, families and the community.

Obligations of Kids Domain to Staff

As a good employer, Kids Domain are committed to meeting the following staff expectations:

- opportunities for equal employment, including recognition of:
- the employment needs of Maori, Pacific Island, ethnic or minority groups, women, and people with disabilities;
- fair rates of remuneration for skill, responsibilities and performance;
- adequate training and equipment to perform your duties;
- effective communication of information;
- good and safe working conditions;
- freedom from harassment or discrimination in the workplace;
- appropriate disciplinary and dispute procedures and the opportunity for redress against unfair or unreasonable treatment by the Kids Domain.

Codes of Behaviour

If you have any prior criminal convictions, you are required to inform Kids Domain about them before accepting employment with Kids Domain. If you do not disclose this information or are not truthful about it, disciplinary action could be taken against you which could lead to dismissal.

You are to avoid any activity, either work-related or private, which could reflect badly on Kids Domain in its relationships with families and the community. This means that you are to inform your manager in writing if:

- any criminal charges or convictions that may occur while you are employed by Kids Domain are of such a nature that it would be inappropriate for you to continue to be employed in the same capacity by Kids Domain. This may include but not limited to, for example, charges that involve loss of trust between you and Kids Domain, or charges that damage the reputation of Kids Domain;
- secondary employment – permission from Kids Domain – doesn't interfere with primary duties.

8. STAFF & MANAGEMENT POLICY

8.7 CODE OF BEHAVIOUR FOR STAFF

Performance of Duties

Employees are expected to carry out their duties in an efficient and competent manner.

This means that you are expected to:

- comply with the law;
- comply with all lawful and reasonable instructions and work as directed by Kids Domain or there duly delegated representative;
- perform your duties according to the legislation, policies and procedures of Kids Domain
- perform your work to a high standard;
- show proper and reasonable care when using Kids Domain property, resources or funds;
- contact Kids Domain Management before the beginning of the working day if you are to be absent from work due to sickness or an emergency.
- You are also expected to obtain permission from Kids Domain to:
 - be absent from your workplace during work hours;
 - enter into any contract or agreement on behalf of Kids Domain. Kids Domain will not accept responsibility for any unauthorised action.

Unacceptable Behaviour

Failure to observe these standards of conduct by a staff member may result in disciplinary action, which could include but not limited to termination of employment.

Examples of behaviour that would be considered unacceptable by Kids Domain include but not limited to:

- ignoring lawful and reasonable instructions from Management/Kids Domain;
- being under the influence of alcohol, drugs or solvents impeding your performance during working hours;
- giving false information (eg: stating you have a driver's licence when you don't; making a false claim for expenses);
- failing to declare information that is requested when you apply for employment with Kids Domain(eg: having a revoked driver's licence or a criminal conviction);

Appropriate Relationships with Children

You should recognise the sensitivity of the situation of children under Kids Domains care and control and show respect for and protect their dignity.

No employee is to have a sexual relationship with any person under the age of 16 or any child of Kids Domain.

- No employee is to have a sexual, familial or financial relationship with a child or young person with whom they have a professional relationship arising from their employment with Kids Domain.
- You must inform Kids Domain if a person to whom you are related, or with whom you are having or previously had any personal, sexual or financial relationship, comes within the ambit of your professional responsibilities.

8. STAFF & MANAGEMENT POLICY

8.7 CODE OF BEHAVIOUR FOR STAFF

Respect for the Rights of Others

While you are employed by Kids Domain you have a duty to treat your colleagues, children, families and the public with courtesy and respect. This means that you are expected to:

- Avoid behaviour that might distress other employees or disrupt the workplace.
- Ensure that any workplace relationships do not have a negative effect on your work performance.
- Respect the privacy of individuals when dealing with personal information.
- Be non-judgemental by not harassing or discriminating against your colleagues or child on the basis of their gender, age, disability, marital status, and ethnicity, religious or ethical beliefs or sexual orientation.
- You must not have or bring into the workplace any material that may be viewed as racist or sexist, that is pornographic, or that is otherwise offensive to Kids Domain or its staff.

Unacceptable Behaviour

Failure to observe these standards of conduct by a staff member may result in disciplinary action, which could include but not limited to termination of employment.

Examples of behaviour that would be considered unacceptable by Kids Domain include but not limited to

- the use of abusive, obscene or threatening language or behaviour to your colleagues or the public;
- misuse, abuse or improper use of your position or of any statutory authorities or powers that may be delegated to you.

Conflicts of Interest and Integrity

You are expected to be honest, fair and impartial when you perform your duties. This means that:

- You should not show bias to an individual child. Everyone should be treated fairly.
- In general, you are not to approve anything that will result in expenditure in respect of yourself (eg: increased salary, travel expenses, a training course, your own overtime).
- You are not to lend money to, or borrow money, or otherwise enter into financial relationships with staff, child or child's family. The amount of money lent or borrowed could imply indebtedness that could lead to a conflict of interest in formal work relationships.
- You must inform Kids Domain if you are involved in, or have a personal or financial interest or commitment to, any activity that may conflict, or could be seen by others to conflict, with the performance of your duties and the goals of Kids Domain.
- You should consult with Kids Domain before taking up other paid/unpaid employment where that other paid/unpaid employment could conflict with the performance of your duties at Kids Domain

You should speak to Kids Domain if you are unsure whether or not a particular situation is, or could be seen to be, a conflict of interest.

Gifts and Rewards

You may not seek any form of reward (including gifts, favours, prizes or fees) for performing your duties as an employee. Gifts or rewards can be seen as bribes or inducements that put you under an obligation to someone other than Kids Domain. While it is acceptable to receive a gift of a low value, if you are offered any form of reward or gift valued at \$50.00 or more, you should inform Kids Domain who will decide the appropriate response.

8. STAFF & MANAGEMENT POLICY

8.7 CODE OF BEHAVIOUR FOR STAFF

Unacceptable Behaviour

Failure to observe these standards of conduct by a staff member may result in disciplinary action, which could include but not limited to termination of employment.

Examples of behaviour that would be considered unacceptable by Kids Domain include but not limited to

- approving expenditure for yourself, a family member, or a business that you have an interest in;
- failing to declare activities that you are involved in that could be seen to be in conflict with your work;
- soliciting, and/or accepting gifts or rewards, or using Kids Domain services/resources for personal advantage or gain;
- failing to disclose a personal relationship with a child or their family when you have a professional relationship with that person.

Smokers

- No smoking in front of the children, in the Centre building or programme areas, this includes vaporizers and electronic cigarettes

Clothing

- Clothing should facilitate job performance (i.e. be appropriate for participating in activities, be safe, be appropriate for role modeling to children).

Staff Medication

- Staff medication must be labeled and stored out of reach of the children.

Security/Confidentiality

You are expected to maintain the highest standards of confidentiality and security in the workplace.

This means that you are not to:

- use Kids Domains' computer systems in any way that may corrupt or disrupt their normal function;
- access, or attempt to access, machines or networks by unauthorised means – for example unauthorised use of dial-in modems;
- use information related to Kids Domains' systems for anything other than authorised purposes;
- bring into the workplace via the email or Internet system, or by any other means, any material that is pornographic, or that may be viewed as racist or sexist;

Ownership of Information

Kids Domain owns all data including on computer systems and devices. Management has the right to access and view this information at any time.

The network is being continually monitored and staff found using the system inappropriately may face disciplinary action.

Data Storage on Computer Systems and Servers

Only business information can be stored on computer systems. You are not permitted to store any personal data on the computer system, including documents, spreadsheets, databases, games and jokes.

8. STAFF & MANAGEMENT POLICY

8.7 CODE OF BEHAVIOUR FOR STAFF

Computer Software

Only software authorised by Kids Domain can be loaded onto Kids Domain computer systems. Any software loaded onto any Kids Domain equipment must have a valid licence with proof of ownership. No software owned by Kids Domain may be copied and used on another PC or taken home and loaded onto a personal device, as this contravenes software licensing laws.

Use of the Email System

The email system is for Kids Domain purposes and must not be misused. While it is acceptable to send or receive business messages from outside Kids Domain, users should be aware that this information might not be secure outside Kids Domain. This needs to be considered before you send email. Personal information, such as documents, spreadsheets, databases, games, jokes and other non-business-specific email must not be circulated via the email system.

Internet

Use of the Internet is for Kids Domain purposes only. You are not to retrieve, distribute or store unapproved or non-business-related material from the Internet. You must have approved access and this is provided on an individual basis.

Retention of Data

Kids Domain is required to retain information in accordance with the Archives Act 1957. This means that you cannot delete business-critical data from the computer system or devices without permission.

Unacceptable Behaviour

Failure to observe these standards of conduct by a staff member may result in disciplinary action, which could include but not limited to termination of employment.

Examples of behaviour that would be considered unacceptable by Kids Domain include but not limited to

- misuse, abuse or unauthorised use of Kids Domain funds, resources or property (including telephones, fax machines, Internet, email, photocopiers, computers, credit cards, taxi cards and vehicles);
- falsifying Kids Domain records (eg: inaccurate or false recording of your time sheet).

Official Information

The disclosure or release of official information is subject to the Official Information Act 1982.

Information related to Kids Domain its suppliers or the users of its services is to be treated at all times as confidential to Kids Domain and is to be used by employees for official purposes only.

Employees of Kids Domain are also subject to the provisions of the Privacy Act 2020. The main object of this Act is to promote and protect personal information and it seeks to give individuals some measure of control over personal information about themselves. Any information gathered may be viewed by the Ministry of Social Development for audit purposes

Release of Official Information

Official information must only be released by authorised employees, and only in accordance with the procedures as stated in the Official Information Act. Kids Domain instructions about the release of official information must also be followed.

It is not to be released to the media or the public without the proper authorisation. For example, staff may not remove or copy Kids Domain documents or records for external use without approval from their manager. It should never be used for personal motives.

8. STAFF & MANAGEMENT POLICY

8.7 CODE OF BEHAVIOUR FOR STAFF

Unacceptable Behaviour

Failure to observe these standards of conduct by a staff member may result in disciplinary action, which could include but not limited to termination of employment.

Examples of behaviour that would be considered unacceptable by Kids Domain include but not limited to:

- providing information outside Kids Domain without proper authority;
- using Kids Domain information for unauthorised purposes;
- using Kids Domain information to support personal motives;
- breaching the Privacy Act in respect of employees, suppliers or users of Kids Domain services.

Public Comment

Staff members should not respond to requests from the media for comment on matters relating to Kids Domain. Only authorised staff members should respond to media requests for comment on such matters. If the media makes an approach to you, inform your Management so they can respond to the media request.

Unacceptable behaviour

Failure to observe these standards of conduct by a staff member may result in disciplinary action, which could include but not limited to termination of employment.

Examples of behaviour that would be considered unacceptable by Kids Domain include but not limited to:

- publicly commenting on matters relating to individual children and their families
- giving the impression that you are expressing the views of Kids Domain when you are actually stating your own personal views;
- making a personal attack on a fellow staff member.

Breaches of the Code of Conduct

This Code of Conduct describes the standards of behaviour expected of staff. As outlined in the Code, behaviour or actions that are considered unacceptable by Kids Domain may result in disciplinary action against the employee concerned, which could include but not limited to termination of employment.

Disciplinary Action

Disciplinary action is about problem solving. Kids Domain is concerned to identify problems associated with performance or behaviour, and to make sure that the process for fixing those problems is prompt, consistent and fair. In general, disciplinary procedures include but not limited to informal or formal disciplinary action along the following lines:

- **Informal Disciplinary Action:**
- discussion of the problem;
- assistance to help overcome the problem;
- **Formal Disciplinary Action:**
- oral warning;
- written warning;
- suspension (with or without pay);
- dismissal with notice;
- dismissal without notice.

8. STAFF & MANAGEMENT POLICY

8.7 CODE OF BEHAVIOUR FOR STAFF

Other options may be considered, depending on the circumstances of the case.

Whether disciplinary action is informal or formal, Kids Domain will make sure that the disciplinary procedures are fair. This means that:

- You must be told of your right to request, legal or other assistance and/or representation.
- You must be told of the specific behaviour or performance that is causing concern, and given a reasonable opportunity to provide an explanation.
- You must be told, where appropriate, of the action that is required to amend or improve your behaviour or performance, and be given a reasonable opportunity to do so.
- We must undertake an appropriate investigation before any substantive disciplinary action is taken.
- If the offence is sufficiently serious, an employee is to be placed on suspension pending investigation.
- An oral warning would usually precede a written warning, depending on the seriousness of the misconduct.

It is a requirement that the process and result of any disciplinary action are recorded in writing, read and signed by you (the employee), and then placed on your personal file.

8. STAFF & MANAGEMENT POLICY

8.8 CELLPHONES

KIDS DOMAIN'S cell phone policy offers general guidelines for using personal and company cell phones during work hours.

The purpose of this policy is to help us all get the most out of the advantages cell phones offer our company while minimizing distractions, accidents, and frustrations improper cell phone use can cause.

This policy applies to all KIDS DOMAIN employees.

Cell Phone Use Guidelines:

The following are KIDS DOMAIN'S basic guidelines for proper employee cell phone use during work hours. In general, cell phones should not be used when they could pose a security or safety risk, or when they distract from work tasks:

- Do not use cell phones for surfing the internet or gaming during work hours.
- Do not use cell phones during meetings.
- Do not use cell phones to record confidential information.

We realize cell phones can be great tools for our employees. We encourage employees to use cell phones when:

- For making or receiving work calls
- For other work-related communication, such as text messaging or emailing
- To schedule and keep track of appointments.
- To carry out work-related research.
- To upload photos and information to work facebook page
- To keep track of work tasks.
- To keep track of work contacts.

8. STAFF & MANAGEMENT POLICY

8.8 JOB DESCRIPTIONS

KIDS DOMAIN SUPERVISORS JOB DESCRIPTION

LOCATED: Dependant on centre

REPORTS TO: Centre Manager (directly) & Director/Management

FUNCTIONAL RELATIONSHIPS: Other staff, Director/Management, Parent/Caregivers and families of our children, school community, Oranga Tamariki/MSD

KEY RESPONSIBILITIES

Ensuring the safety and well-being of the children is paramount, and the policies and procedures are adhered to at all times.

1. Assist with the delivery of Programmes

- Transport or pickup children to and from school to the programme as required, checking that all children are securely seat-belted and defensive driving is adhered to at all times.
- Open centre and setup as required
- Be a role model and motivator of the children
- Ensure a high level of quality customer service at all times
- Assist with planning in advance as required
- Ensure the correct and proper processes and quality management procedures for the programmes are observed at all times
- Undertake risk analysis management for programme delivery for off-site trips as required
- Set up and dismantle equipment and/or materials as required
- Assist with the security of facilities and equipment maintenance.

2. Reporting and Accountability

- Participate in meetings as required
- Maintain a high level of communication with the other staff and centre manager
- Ensure all relevant information, discussions, incidents, etc are documented
- Meet all accountability requirements
- Demonstrate good time management techniques, meet deadlines

3. Team Participation and Development

- Help to foster good team dynamics and attitude maintaining positive and productive working relationships
- Participate in team meetings and ensure a high level of internal communication, contribute ideas for planning and maintain good positive and productive working relationships
- Assist as a support role to other staff members
- Support and encourage staff to meet their professional requirements, including compliance with the Staff Code of Conduct

8. STAFF & MANAGEMENT POLICY

8.8 JOB DESCRIPTIONS

4. Administration and Other Duties

- Keep facilities clean and tidy
- Inform the centre manager when amenities and stock requirements are low
- Update the programme roll on a daily basis – check for bookings and cancellations
- Follow up on absentee children as a top priority
- Monitor dietary requirements and allergies of children and ensure food is stored and prepared safely and hygienically
- Prepare afternoon tea/cookups and tuckshop as required
- Ensure any children who are being transported arrive at the venue safely and in a timely manner
- Maintain a positive relationship with other facility users and school staff and other agencies
- Respond to Parent/Caregivers complaints, as per the programme complaints policy
- Carry out other programme duties as required to ensure the smooth running of the programme
- Ensure all incidents/accidents are documented and reported
- Evaluate emergency drills as required
- Undertake general housekeeping duties as required
- Assist with and supervise other sports and recreational activities as required
- Homework supervision

5. External Liaison and Promotion

- Assist with the promotion of activities as required
- Assist with planning for future programme development as required
- Maintain courteous public relations and effective communications with childrens Parent/Caregivers and families, schools, local communities and other agencies and providers
- Be an approachable point of contact for all Parent/Caregivers, to receive feedback or concerns
- Assist with facebook updates and the distribution of promotional brochures and advertising as required

8. STAFF & MANAGEMENT POLICY

8.8 JOB DESCRIPTIONS

KIDS DOMAIN SUPERVISORS JOB DESCRIPTION

PERSON SPECIFICATION

Experience

- Preferably a minimum of one year working with groups of children in recreation or childcare
- Experience and a passion to work with children

Skills

- Child development and behavioural management knowledge and skills
- Sensitive to child's needs and experience with children who have special needs
- Understanding of quality management procedures, risk management and safety procedures
- Computer literacy would be an advantage
- Good delivery skills
- Good interpersonal skills and teamwork
- Good numeracy and literacy skills
- Ability to drive a manual van preferred

Behaviours

- Commitment to Kids Domains missions, values, social and strategic objectives
- Integrity and honesty
- Commitment to maintain confidentiality at all times
- Motivational behaviour
- Strong on common sense and problem solving
- Good health
- Honest, punctual and reliable
- Excellent team member
- Sense of humour and flexible attitude
- Be innovative
- Ability to communicate in a warm and responsive manner
- Professional presentation style; be a role model.

Qualifications

- Current First Aid Certificate preferred
- Clean Full Drivers License preferred

8. STAFF & MANAGEMENT POLICY

8.8 JOB DESCRIPTIONS

KIDS DOMAIN ASSISTANT SUPERVISOR JOB DESCRIPTION

LOCATED: Dependant on centre

REPORTS TO: Centre Manager (directly) & Director/Management

FUNCTIONAL RELATIONSHIPS: Other staff, Director/Management, Parent/Caregivers and families of our children

KEY RESPONSIBILITIES

Assist the supervisors and centre manager in the delivery of the Programmes ensuring the safety and well-being of the children is paramount, and the policies and procedures are adhered to at all times.

1. Assist with the delivery of Programmes

- Assist the supervisors and centre manager with the delivery of the programme
- Be a role model and motivator of the children
- Ensure a high level of quality customer service at all times
- Ensure the correct and proper processes and quality management procedures for the programmes are observed at all times
- Set up and dismantle equipment and/or materials as required

2. Reporting and Accountability

- Participate in meetings as required
- Maintain a high level of communication with the other supervisors and centre manager
- Ensure all relevant information, discussions, incidents, etc are documented
- Meet all accountability requirements
- Demonstrate good time management techniques, meet deadlines

3. Team Participation and Development

- Help to foster good team dynamics and attitude maintaining positive and productive working relationships
- Assist as a support role to centre manager and other supervisors

4. Administration & Other Duties

- Keep facilities clean and tidy
- Inform the centre manager when amenities and stocks of specific stationery requirements are low
- Undertake general housekeeping duties as required
- Assist with and supervise other sports and recreational activities as required
- Prepare afternoon tea/cookups and tuckshop as required

5. External Liaison and Promotion

- Maintain courteous public relations and effective communications with participants, Parent/Caregivers, schools and other community agencies and providers
- Ensure all incidents/accidents are documented and reported

8. STAFF & MANAGEMENT POLICY

8.8 JOB DESCRIPTIONS

KIDS DOMAIN ASSISTANT SUPERVISOR JOB DESCRIPTION

PERSON SPECIFICATION

Experience

- Experience, affinity and passion to work with children

Skills

- Understanding of quality management procedures, risk management and safety procedures
- Good interpersonal skills and teamwork
- Good numeracy and literacy skills

Behaviours

- Commitment to Kids Domains missions, values, social and strategic objectives
- Integrity and honesty
- Commitment to maintain confidentiality at all times
- Motivational behaviour
- Strong on common sense and problem solving
- Good health
- Honest, punctual and reliable
- Excellent team member
- Sense of humour and flexible attitude
- Be innovative
- Ability to communicate in a warm and responsive manner
- Professional presentation style; be a role model.

Qualifications

- Current First Aid Certificate preferred but not necessary
- Clean Full Drivers License preferred but not necessary

9. TRANSPORT POLICY

We believe that children traveling to and from excursions have the right to be safe.

We will ensure that all modes of transportation undertaken will be safe and comply with all the required regulations.

Kids Domain Limited

9. TRANSPORT POLICY

9.1 TRAVEL BY MOTOR VEHICLE

Excursions out of the Centre environment will require an adult: child ratio of 1:10.

The staff member in charge must carry the name and address of the programme, a contact telephone number, names of all the children on the excursion, with their Parent/Caregivers contact number.

All vehicles used by the centre will comply with the appropriate road and transport regulations, and have at least third party and comprehensive insurance.

A minimum of two adults must accompany children for all excursions.

All staff or volunteer drivers will hold the appropriate drivers license for the vehicle they are driving and have been police vetted.

Before traveling in the vehicle the staff member will ensure that all children wear a seat belt suitable for their age and size.

Exemption to this rule is when the children are traveling on public transport, bus/train where seat belts are not available.

At all times the children must sit down in their allocated seat. Sharing of seats is strictly forbidden.

Only permanently booked children will be on the pickup schedule. Casually booked children will be provided transportation dependent on availability.

Children will be required to remain seated and not behave in a dangerous or distracting manner.

When picking up and dropping off children, the vehicle should park in a location, which does not require children to cross a road.

If after leaving the vehicle the children have to cross a road this must be done under strict supervision of an adult.

On-going monitoring of children while on excursion must take place.

The supervisor that is responsible must take a list of all children attending the excursion for roll call at necessary intervals (sign in/out sheets or roll)

Each adult must continuously monitor the children in their care/supervision.

Secondary school helpers (who will be 16 years or older) can be counted in the ratios where there is at least one other adult staff member with them.

A detail of where the Staff will be taking the children is written on the sign, with departure and return times.

If there are insufficient adults to meet adequate ratios, the excursion will be cancelled. When transporting children ensure that the safest route is taken.

The following must be taken on excursions out of the Centre:

First Aid kit

9. TRANSPORT POLICY

9.1 TRAVEL BY MOTOR VEHICLE

Any medication to be administered while on the excursion.

Medication is to be named and dosage required recorded and signed by Parent/Caregivers.

Sunhats, coats, etc as necessary.

Drinking water and food as necessary.

Kids Domain Limited

9. TRANSPORT POLICY

9.2 VEHICLE BREAKDOWN

The staff member in charge will:

Phone the centre to inform the supervisor of the situation.

The supervisor and the staff member will discuss suitable alternative transport and organise for this to be undertaken. Ensure that the children are safe at all times.

The supervisor will inform the Parent/Caregivers of the breakdown if necessary.

Kids Domain Limited

9. TRANSPORT POLICY

9.3 VEHICLE ACCIDENT

The staff person in charge or the driver will:

Check to see if any children or staff are hurt, conduct first aid. Organise a phone call for an ambulance/police.

Comfort and calm the children.

Ensure that the children are safe at all times.

Take the required details of the other driver/people involved; Name, contact, registration number, drivers license, insurance details, and any damage made to either vehicle. (Photos of registration number and drivers license details, damage are invaluable)

Take down details of any witnesses to the incident.

Phone the centre to inform the centre manager or management, and organise alternative transport if necessary.

Make an accident report on return to the centre and advise management.

Inform the Parent/Caregivers of the accident.

9. TRANSPORT POLICY

9.4 VEHICLE CONSENT

Parent/Caregivers must have given written consent for each excursion (other than regular planned outings), which must be checked before children can go on an outing.

Holiday programmes will provide Parent/Caregivers with an itinerary of outings so that they can give written consent for all outings

Kids Domain Limited

10. POLICIES & PROCEDURES TABLE

| AMENDMENTS MADE | DETAILS | DATE |
|-----------------------------|--|------------------|
| Privacy Act Update | 2.14 – Confidentiality/Privacy – privacy act 2020 8.7 – staff and management privacy act 2020 | 30 November 2020 |
| Covid-19 | 3.15 – Operating with Covid 3.16 – Covid-19 Protection Framework 3.17 – Red Light 3.18 – Orange Light 3.19 – Green Light | 11 November 2021 |
| Supervision Policy | 4.1 - Ratios | 28 May 2024 |
| Child Protection Policy | 7.2 – code of behaviour for Oscar workers (Report of concern) | 18 December 2024 |
| Programme operation policy | 2.10 – staff will search the immediate area 2.14 – confidentiality/privacy, (electronic information on devices is password protected) 2.17 – complaints (support person) | 18 December 2024 |
| Health and safety policy | 3.9 – accident/emergency procedures – staff accident notification to management | 18 December 2024 |
| Staff and Management Policy | 8.2 – Definition of staff, requirement for safety checks, core worker exemption | 18 December 2024 |